

## TERMS AND INFORMATION ABOUT CALL OUT SERVICE AND FEES



When it comes to repair services, most central vacuum repair specialists charge an hourly rate to homeowners.

\* Our service call out fee is £160.00 within the M25. Outside the M25 the price is £180.00. If there is a problem with your vacuum unit and we need to go back a second time to fix the problem with a new motor or pcb, another call out fee will apply.

Additional to the service fee, costs like Congestion Charge and or Parking will be added to the cost of the service.

\* New parts, such as replacing an old motor or installing a new PCB it will increase the cost.

\* We supply 3 Brands (BVC - Germany, BEAM - Ireland and SACH - Spain) warranty on motor and electrical components (See below)

**WARRANTY BY MANUFACTURER** - BVC 10 years - SACH 5 years and BEAM 2 years

\* We normally carry some spares on board but its impossible to have all spares for over 30 diferent models.

### Brands We Sell, Repair and Service



### Parts and Spares



### Central Vacuum Repairs Prices

Common central vacuum issues that require repairs or maintenance include:

**Blown Motor:** Range between £120.00 to £300.00 depending on make and model

**Printed Circuit Board:** (Known as PCB) Range between £90.00 to £200.00

**Replacement Brushes:** £20.00 to £60.00 depending on make and model

**Replacement Filter:** £30.00 to £70.00 depending on the make and model

**Blocked or Clogged System:** Starts from £180.00 depending on the post code

**Regular Service:** Starts from £160.00 per visit

**Machine Swap:** Starts from £180.00 Depending onm the post code

## Motor Issues

Most central vacuum motors are rated to last up to 20 years. That said, motor issues are one of the most common problems homeowners experience. Signs that your central vacuum's motor is on the fritz may include:

A burning smell

A loss of suction

Strange or loud noises coming from the vacuum

Clogged filters, even with frequent changes

## We do a 10 Point Inspection Check While We Are Onsite

Clean Power Unit & Main Filter

Clean Secondary Filter

Inspect Power Unit Motor(s) & Brushes

Inspect Power Unit Electronics & Gaskets

Check Low Voltage Connections

Inspect All Wall Plates (Inlet Valves)

Check Vacuum System for Clogs

Examine Hose & Connections

Clean Pipes & Refresh System

Examine Hose Storage

## Blockages

Blockages don't happen very often. Over the years we had a little amount of calls for blockages.

Normally we can unblock a system within the 1st 2 hours. Should the blockage be more difficult than the normal, after the 2 hours, we charge an additional £60.00 per hour.



Fist inspection with our endoscope camera through the pipework

ALL FEES ABOVE ARE SUBJECTED TO VAT AT CURRENT RATE PLUS ANY DELIVERY CHARGES

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