

Vacuum Units Warranty – General Terms & Conditions



1. Warranty Period

The manufacturer's warranty is effective from the original date of purchase and applies to domestic central vacuum power units and accessories installed within **three (3) months** of the purchase date.

Separate warranty terms apply to commercial and industrial vacuum systems and will be specified within the individual contract or quotation.

2. Warranty Coverage Summary

All central vacuum systems are supplied with a manufacturer's warranty dependent on product type:

- **BVC domestic central vacuum power units** are supplied with a standard **2-year manufacturer's warranty**, which may be extended up to a maximum of **10 years**, subject to compliance with the Pro Vac Extended Warranty Terms & Conditions.
- **BEAM central vacuum systems** are supplied with a standard **2-year manufacturer's warranty only**. No extended warranty is available unless expressly agreed in writing by Pro Vac.

The extended warranty applies only where all servicing, maintenance and usage conditions set out in these Terms & Conditions are fully met.

3. Making a Warranty Claim

If a defect in materials or workmanship is discovered during the applicable warranty period, the customer must notify Pro Vac as soon as reasonably possible.

All warranty claims must be submitted within **ten (10) calendar days** of the defect being identified and must include:

- Proof of purchase (original invoice).
- Model and serial number (where applicable).
- A clear description of the fault.
- Photographic evidence where appropriate.

Pro Vac reserves the right to request the return of the suspected faulty component for inspection. Unless otherwise agreed in writing, the cost of returning the item to Pro Vac shall be the responsibility of the customer.

4. Warranty Remedy

Where a valid warranty claim is accepted, Pro Vac will, at its sole discretion:

- Repair the defective component; or
- Replace the defective component with a new or equivalent part.

The warranty covers defects arising from faulty materials or manufacturing workmanship only.

Where possible, Pro Vac will endeavour to repair or replace approved warranty items within **twelve (12) working days**, subject to parts availability.

The warranty applies to the defective component only. It does not entitle the customer to replacement of the complete vacuum power unit where the fault is limited to an individual component.

5. Labour Charges

Labour associated with warranty repairs is included only during the initial **90 days period**.

Following the expiry of the initial ninety days period, the extended warranty covers replacement parts only. Any labour, travel or transportation costs associated with diagnosis, removal, installation or recommissioning of replacement parts shall be chargeable.

6. Genuine Parts

To maintain the validity of this warranty, only genuine BVC or BEAM replacement parts, filters and accessories approved by Pro Vac may be fitted.

The use of non-approved replacement parts or unauthorised modifications may invalidate the warranty.

7. Warranty Exclusions

This warranty does not cover defects, damage or failures resulting from:

- Accidental damage.
- Misuse or abuse.
- Incorrect installation.
- Unauthorised repairs, alterations or modifications.
- Failure to carry out the recommended maintenance or filter replacement.
- System blockages.
- Neglect or improper operation.
- Use of non-approved replacement parts or accessories.
- Vacuuming plaster dust, construction debris or similar building materials during construction or renovation works.
- Vacuuming water, liquids or wet materials unless an approved liquid separator is fitted and used in accordance with the manufacturer's instructions.
- Acts of God or events beyond the reasonable control of Pro Vac, including but not limited to flooding, fire, lightning, storm damage, earthquakes, power surges, electrical supply faults, rodent or pest damage, or other natural disasters.

8. Limitation of Liability

Pro Vac shall not be liable for:

- Labour charges incurred after the initial ninety days warranty period.
- Transportation or delivery costs associated with warranty claims after the initial ninety days warranty period.
- Consequential loss or indirect damage arising from equipment failure.
- Loss or theft of any equipment or accessories following delivery or installation.

9. Warranty Conditions

To maintain the validity of the extended warranty, the central vacuum system must be used, maintained and serviced in accordance with the manufacturer's recommendations and these Terms and Conditions.

As with other domestic appliances and building services, including boilers, heat pumps, mechanical ventilation systems and wood-burning stoves, a central vacuum system requires periodic maintenance to ensure reliable operation and maximum service life.

10. Routine Maintenance

The owner is responsible for carrying out routine maintenance, including:

- Emptying the dirt collection container or change the bag when required.
- Cleaning the power unit.
- Replacing the motor protection and HEPA filters at the recommended intervals.
- Following the operating and maintenance instructions supplied by Pro Vac.

Instruction manuals and maintenance guidance are available from Pro Vac upon request or via our website.

11. Servicing

The customer is not required to carry out the two (2) year service as recommended. However, as a condition of the Pro Vac Extended Warranty, the system must be professionally serviced at two (2) year intervals by Pro Vac or an authorised engineer.

If the customer does not arrange or permit the required two (2) year service, the extended warranty will be deemed void.

12. Service Records

Following each service visit, Pro Vac will record:

- Date of service.
- Machine serial number.
- Operating hours (where applicable).
- Details of the service carried out.

Customers should retain copies of all service invoices and receipts as proof that the servicing requirements have been met.

13. Mandatory Replacing and Interval Period

HEPA Filter - Mandatory 2-Years or 200 hours (where applicable)

Motor Protection Filter - Mandatory 4-Years or 400 hours

Disposable Filter Bags 3-6 Months – Recommended (when full)

Service Visit - Mandatory 2-Years or 200 hours

Only original BVC or BEAM spares and accessories can be used, which must be purchased through Pro Vac or an official BVC or BEAM agent.

Proof of purchase with a dated invoice is required for any warranty claims.

14. Statutory Rights

Nothing contained within these Terms & Conditions affects the customer's statutory rights under applicable UK consumer legislation.

By signing below, I confirm that I have read, understood and agree to be bound by the terms and conditions of the Pro Vac Extended Warranty.

Signature: _____

Date: ____ / ____ / ____