

# CRAFTING YOUR PERFECT SPACE



**EXTENSIONS • CONSERVATORIES • ORANGERIES**







# LET US **INTRODUCE** OURSELVES



Your home is your castle, so investing in such a major part of it, such as replacement doors and windows, can be as daunting as it is exciting.

Independent Network is a nationwide organisation representing only the very best local uPVC window and door installers in the industry; all using VEKA products.

Our Independent Network is built on honesty, integrity, skill, quality and reliability, ensuring a flawless service from sales through to final inspection.

With millions of installations over 20 years, our network's 97% customer satisfaction rating is a true reflection of the passion, dedication and experience our members provide to homeowners.







# OPENING UP WINDOWS OF OPPORTUNITY

Your current doors or windows may not suit you for many reasons. Difficult to reach handles, tricky or insecure locking mechanisms and poorly maximised natural light are all common problem areas.

With a variety of colours and finishes to choose from, as well as multiple frame shapes and hardware options, our Independent Network member will help you to find the ones to best suit your home and style.

# INTRIGUED? DON'T JUST TAKE OUR WORD FOR IT...

Our members apply the same high standard of workmanship across every project, no matter how big or small...

“Great products, friendly workmen, no hassle service, delivery and installed on time – highly recommended.”

Mrs Boxall

“Excellent service from enquiry to fitting. No pressure sales. Good advice, friendly, professional and efficient at every stage. Very pleased would highly recommend.”

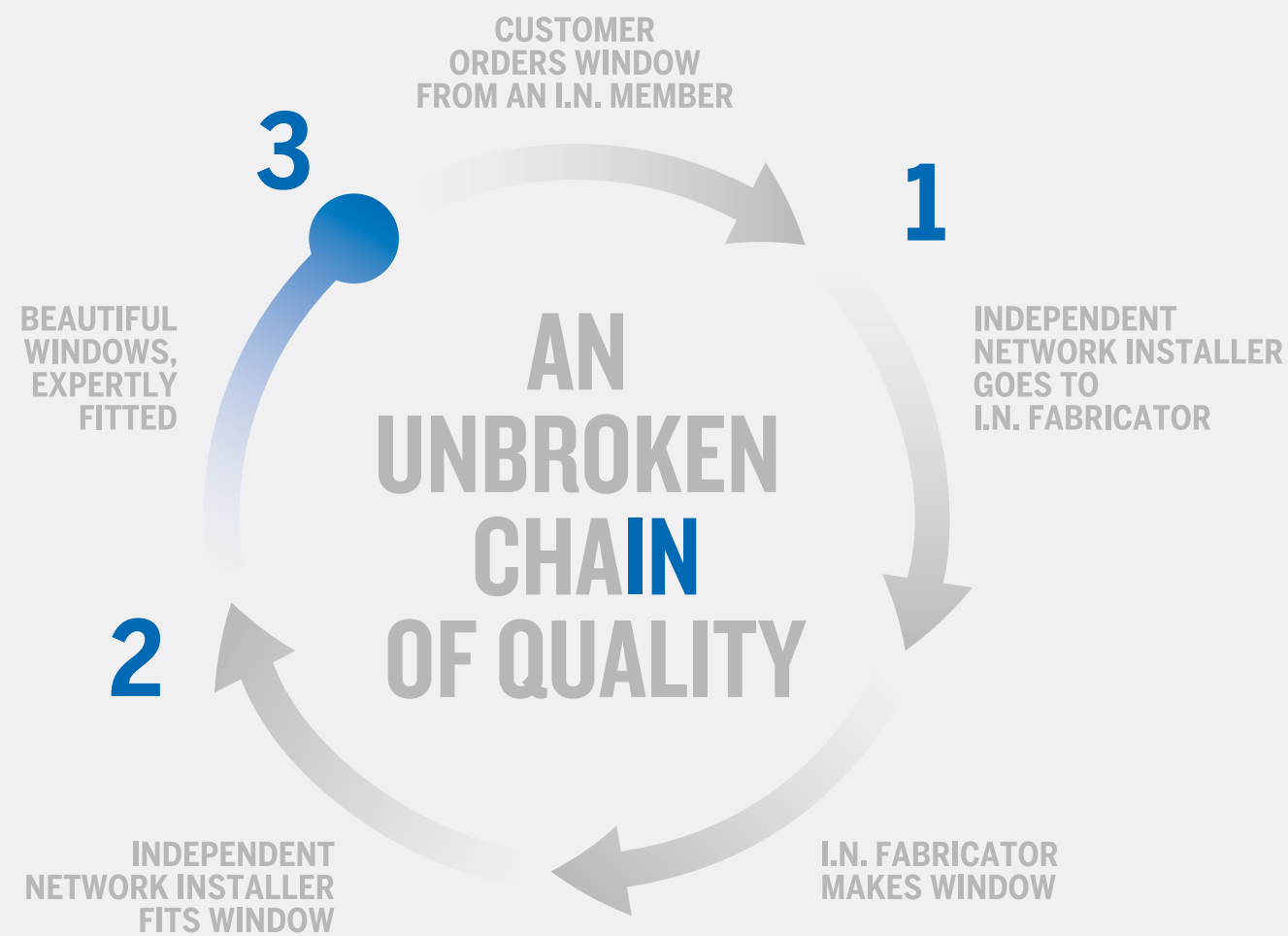
Mrs Butterworth

“Would recommend these guys to anybody, the service they offer is faultless. Everything ran smoothly and to timing and they really do offer quality products. I'll certainly be using again in the near future.” Mr Martin



# WHY TRUST AN INDEPENDENT NETWORK MEMBER?

With a ten year, insurance-backed guarantee from the very best in the industry, you can rest assured we're delivering more than just customer satisfaction.

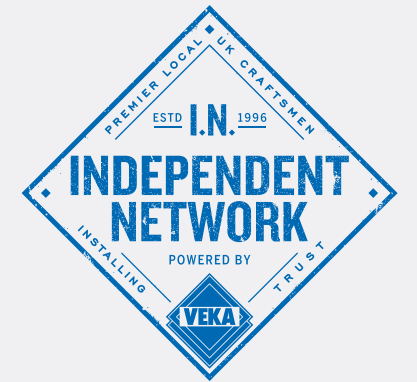


## GUARANTEEING YOUR PEACE OF MIND

- 1 The moment you sign up, you are protected by our customer charter thanks to the comprehensive system offered by all Independent Network members
- 2 With your order confirmation, you'll receive our Independent Network Customer Satisfaction Questionnaire – complete and return within 28 days of installation to activate your Guarantee Certificate
- 3 Independent Network provides you with an Insurance-Backed Guarantee Certificate, and a complete Maintenance Guide to keep your home improvement looking as new for years to come

# WHY USE AN INDEPENDENT NETWORK MEMBER?

Our members are as committed to offering consistently high standards to homeowners as they were when the scheme was established by Network VEKA in 1996. Membership would mean nothing if we allowed our standards to slip. So once a company is accepted into Independent Network, we keep a close eye on them, continuously checking their work.



After each installation, customers are asked to complete a customer satisfaction questionnaire, where they can highlight any good practice or raise any concerns, to ensure all our customers are happy with our product and service.

Training from sales teams to fitters is continuously provided to all members of Independent Network and followed up to ensure that the strict standards of quality workmanship are met for all sales and installations.

Prospective members are rigorously vetted before being allowed to join Independent Network - this ensures that only the very best, most professional companies are admitted.



## ENERGY EFFICIENCY, THE RIGHT WAY

Helping you to keep the heat in and the cold out, energy efficiency is at the core of all that we do.

### CE marks European standards

All window and door products must be CE marked by law, delivering a visual guarantee of their compliance with European manufacturing standards and an assurance that they are fit for purpose.



### Energy efficiency rating

VEKA's A-rated windows and doors help to significantly reduce heat loss, keeping your home warmer and saving unnecessary energy bill expenditure in the winter months. We were also the first to offer windows rated 'A' for noise reduction, so your house is only as loud as you or your family make it. Speak to your installer about the best window for you.



Capable of withstanding the changeable and, at times, extreme British weather, uPVC construction can bring efficiency in upkeep too. Unlike traditional timber frames, our long life windows and doors are wipe clean, stain resistant and require minimal maintenance as they don't rot or require painting.

Our hassle-free windows mean you'll spend less time on maintenance and more time on enjoying living in your warm, quiet home.



# CONSERVATORIES

A room with a view; the perfect way to enjoy your garden from the comfort of your home. A beautifully constructed Conservatory brings the outside in, allowing you to enjoy your outside space whatever the weather.



A considered and carefully built Conservatory can enhance your enjoyment of your home while also adding value, bringing light and adding space to your living area.

Conservatories were originally used to grow tropical plants and fruits, replicating the conditions found in warmer climates. Their use may have changed over the years, but their ability to capture warmth and light remains, enabling year-round use as valuable additional living space.

Modern ventilation and heating systems are much more effective now, so these spaces are no longer reserved purely for optimal weather conditions.

Available in many styles, Conservatories are often used as a second living room, a games room or a studio. Whether you choose contemporary or traditional styling, our Independent Network members can talk you through the possibilities.

A variety of colours and woodgrain finishes are available, enabling you to perfectly match the style and colour scheme of the rest of your home.

As with all VEKA Group products, energy efficiency is at the core of our product development. With double or triple glazing, and weather tight frames, our Conservatories can take all the British weather can throw at them while keeping you comfortable inside.



## KEY FEATURES

- Wide choice of styles and finishes
- Ideal for creating additional living space
- Bespoke individuality
- Adds space and light all year round
- High security locking systems
- Low maintenance
- Planning permission may be required
- Energy efficient
- Manufactured using VEKA Group profile
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee



# CONSERVATORIES



Depending on the space and budget you have, the style of your home, the desired use of the space and many other factors, Conservatories are available in six main shapes to fit your needs:

## Victorian

A popular choice for both traditional and contemporary homes, the ornate ridged pitched roof with a three or five faceted end creates an attractive half-rounded Conservatory.



## Georgian

Characterised by its classic flat front in a square or rectangular form, this symmetrical shape offers maximum floor space.



## Gable

Similar in style to a gable end of a house, the roof of this square or rectangular structure stays upright rather than sloping back towards the house and is often found on premium new build properties, however it suits equally well as an extension to older homes.



## T Shape

Known as a combination style Conservatory, the T shape is a coupling of two styles – the long part that runs along a house wall is rectangular, therefore Victorian or Georgian in style, while the central part can be either style, or a gable-end.



## Lean to

Often referred to as a sunroom, this square or rectangular shape with a single sloping roof is a versatile choice thanks to the many brick or glazing options for the side wall.



## P Shape

Like the T shape in its marrying of two styles, the P shape Conservatory is formed of a rectangular 'Lean to' with either a Victorian or Georgian style curved area. Suited for larger, detached homes, they are efficient on space while offering a wow factor.





# ORANGERIES

Enjoy the versatility of a Conservatory with a more substantial structure that reflects the original style of your home. Orangeries add valuable space to the footprint of your home, while bringing light and flexibility to your living area.



Subtle design differences distinguish Orangeries from the modern day Conservatory, such as a more substantial brick built frame, with conventional walls, fewer windows and a traditional solid roof, usually with skylights.

Predictably the lower level of glass found in Orangeries means they don't experience the temperature extremes often associated with Conservatories, but maintain a more even heat throughout the year.

With better natural heat retention in winter, they're energy efficient too, resulting in lower heating bills for you.

As with all of the Independent Network's products, we pride ourselves on the energy efficiency instilled within our Orangerie designs and constructions.

The flexibility offered by the addition of an Orangerie is vast, while bringing you closer to the outside world.

Whether viewed as a dining room or second lounge, a hobby room, or even a place to cultivate citrus fruits or other plants that reflect its origins, an Orangerie can enhance your living space immeasurably.

Speak to your Independent Network member to discuss the design possibilities, including a wide range of colours and finishes, to ensure your extension reflects the existing look of your home while also satisfying your need for additional space.



They can also advise on planning considerations, heating and ventilation. All Independent Network installed Orangeries are covered by a ten year insurance-backed guarantee.



## KEY FEATURES

- Wide choice of styles and finishes
- Ideal for creating additional living space
- Bespoke individuality
- Adds space and light all year round
- Elegant and stylish
- High security locking systems
- Low maintenance
- Energy efficient
- Manufactured using VEKA Group profile
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee
- Planning permission may be required





# HARDWARE, LOCKS & HANDLES

From the overall finish to the individual touches that make them a pleasure to look at and use, we want you to be happy with your new windows and doors.



Your chosen member has a high quality selection of hardware that has all passed the toughest industry tests with flying colours, proving its durability in the same way we expect our windows and doors to do.

Handles, chains, hinges, numbers and letterplates are available in chrome, gold, white, black and many more colours to complement the wide choice of finishes on our windows and doors.

Make your new window and door truly yours with some individual finishing touches.

Ask your Independent Network member about the range of colour choices available in hardware.

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# COLOURS

Whatever colour you choose, you can rest assured that your new frames come with all the quality, energy-efficiency, guarantees and low maintenance benefits you would expect from your local Independent Network member.

You can even choose one colour for the inside and one for the outside; they're tailor-made for you to match your home. Whichever combination your frames will stand the test of time thanks to the ten year insurance-backed guarantee.

If you have a colour in mind that you can't see here please ask your Independent Network installer - VEKA offer a wide range of bespoke colours that are tailored to meet each customer's needs.\*



# VEKA – THE WORLD'S NUMBER 1 WINDOW SYSTEMS SUPPLIER

Independent Network members are committed to using VEKA Group systems so you can be confident that you are investing in systems of a superior quality.

VEKA Group is an industry leading, global brand, considered the benchmark for uPVC systems design, quality and versatility. Products undergo years of testing in locations like the Nevada Desert and Swiss Alps – ensuring their durability in the toughest of climates.



\*Colour range can be subject to change please check availability and lead times with Independent Network member



# THE BENEFIT OF AN **INDEPENDENT** NETWORK MEMBER

The Independent Network charter sets our members apart and determines your expectations from the outset. This applies from the very first contact you have with your chosen Independent Network installer, to installation, final inspection and throughout the entire guarantee period.



“Our aim is to maintain or improve upon our 97% customer satisfaction rate. It’s no wonder over 18,000 homeowners choose Independent Network members each year and discover the best way of choosing uPVC home improvements.”

## WE PROMISE TO DELIVER:

- The very best VEKA products, using the very best installers
- To continuously monitor our Independent Network of installers against a series of strict standards and rules, ensuring they fulfil their ongoing obligations to you
- Full coverage of our insurance-backed guarantee\*\* from the moment your products are registered with Independent Network and for the subsequent ten years
- Deposit Stage Payment Protection Guarantee\*\* on every deposit paid and/or stage payment made, on every Independent Network registered installation, where your installer asks for a deposit or stage payments backed by an insurance policy in our name
- Every Independent Network installer and surveyor is trained to our strict standards ensuring every installation is up to our specification
- Every Independent Network registered installation complies with all Building and Fire Regulations keeping you on the right side of the law
- Every Independent Network customer receives a confidential Customer Satisfaction Questionnaire to make sure we know every member gets it right every time
- Every uPVC frame in an Independent Network registered installation is made using the extrusions from VEKA Group, your assurance of world-beating quality at the heart of every frame
- Every uPVC frame in an Independent Network registered installation is manufactured by an approved Independent Network fabricator member, assuring you of an unbroken chain of quality from factory to your home
- Every member company has been vetted for financial stability before we even allow them to join Independent Network, we make sure we trust them before we ask you to
- Peace of mind every step of the way
- Every employee who visits you must carry a current identity card, with photograph so you can be sure who they say they are

Every effort has been made to ensure that the information given in this brochure was accurate at the time of creation. However, Independent Network reserves the right to alter any specification without prior notice.

\*\* Our insurance-backed guarantees are subject to certain limits and conditions, full details of which are available on request from your Independent Network member or can be found on our website [www.inveka.co.uk](http://www.inveka.co.uk)





# QUESTIONS?

## IF WE DONT HAVE THE ANSWER HERE... JUST ASK

**Q. How safe is my guarantee?\***

A. Every Independent Network member must offer every customer our comprehensive ten year insurance-backed guarantee. This ensures that your installer's guarantee lives on, even in the unlikely event that your I.N. member company should cease to trade.

**Q. Are all insurance-backed guarantees this safe?**

A. Not necessarily. Firstly, the guarantee is given by Independent Network rather than the installation company and secondly, our guarantee is supported by an insurance policy in our name\*, which covers liabilities under the guarantees we give.

**Q. Does the guarantee cover my deposit or any instalments I may have paid?**

A. Yes, Where a member asks for a deposit or stage payments, you will be offered a separate guarantee to cover these payments. These are also insurance-backed and are intended to cover deposits and stage payments for up to 3 months from date to order.

**Q. How do I know I can trust the company I'm dealing with?**

A. We not only set strict standards for every member, we also vet prospective members for financial stability before allowing them to join. Only those companies that uphold these standards are allowed to continue as members.

**Q. How can I be sure the company and its installers are up to standard?**

A. All members from installers to sales staff are trained to high standards in all relevant areas, such as surveying, installation and Building Regulations. We don't stop there either, we regularly audit every member to make sure they're always up to scratch!

**Q. How can I trust the quality of the materials used?**

A. The structure and rules of Independent Network mean that all uPVC frames used by an installer member must not only be made up of extrusion products from VEKA Group, but also be manufactured by an approved and tested Independent Network fabricator member. That way, you can be assured of an unbroken chain of quality from start to finish.

“Independent Network is still as committed as it was in 1996, to ensuring its members offer the consistently high standards homeowners like you want and deserve.”

**Q. What if I'm not happy with my installation?**

A. As a customer you will be invited to complete our 'Customer Satisfaction Questionnaire', here you will be able to raise any issues you've had with your installation. The results of your questionnaire are monitored and actioned by our in-house team. Any issues with your product are, of course, covered by our guarantees as well as your statutory rights.

**Q. How long will my installations last?**

A. Unlike wood there are no natural factors such as rotting or warping to limit their life. The industry standard for the lifespan of a uPVC product is 35 years, assuming basic maintenance is applied.

**Q. Will my installation require any maintenance?**

A. Yes, uPVC requires a minimal amount of maintenance however, unlike timber, it will never need painting. You can keep your installation as good as new with an occasional wipe with warm soapy water followed by a rinse. Download your 'Handy Maintenance Guide' for full details of how to get the best of your installation.

**Q. What happens to the guarantee if we move house?**

A. Please contact your Independent Network member for details.

**Q. What should I do if I am pleased with everything the member has done?**

A. You will be asked to complete a 'Customer Satisfaction Questionnaire' upon completion of your project, please give us your honest feedback and don't forget to tell your friends! When an organisation like Independent Network is based so strongly on the recommendation of happy customers, those recommendations are extremely important to members. In fact, they are very proud that a high proportion of their work comes from such recommendations - far higher than the industry average.

**Q. When should I receive communication from Independent Network?**

A. You will receive communication within 28 days of your order. If you require a second copy of your notification and 'Customer Satisfaction Questionnaire' please contact your installer.

If you've returned your questionnaire to Independent Network and haven't received your Guarantee Certificate within 28 days please contact us on 01282 473170.

Your installation is not protected by Independent Network until it has been registered and you have received a membership number.

\* Independent Network is part of Network VEKA Ltd. Network VEKA t/a Independent Network; all insurance items will be provided as Network VEKA Ltd

\*\*Our insurance-backed guarantees are subject to certain limits and conditions, full details of which are available on request from your Independent Network member or can be found on our website [www.inveka.co.uk](http://www.inveka.co.uk)



# THE NATION'S PREMIER LOCAL INSTALLER NETWORK

