Network VEKA

reliable in the extreme

Quality windows, doors, conservatories and roofline

Choosing a new conservatory

Let **Network VEKA** guide you to the right decision

"Real peace of mind in PVC-U
– it has to be Network VEKA"

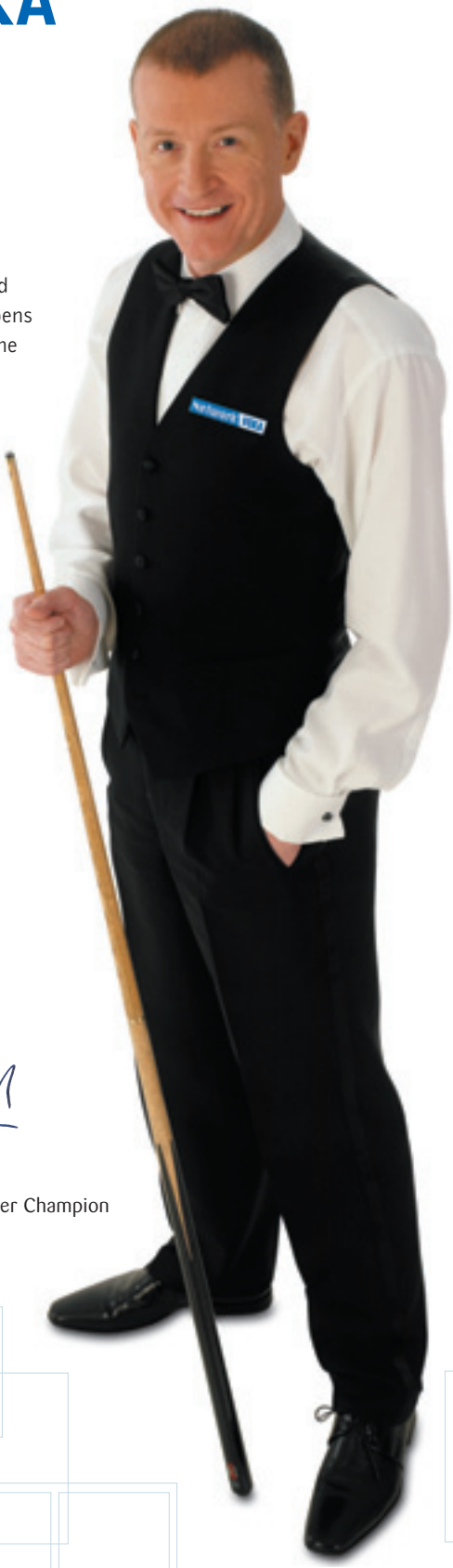
Steve Davis, OBE
Six-times World Snooker Champion

“I asked a lot of questions before I put my name to Network VEKA”

...and not just about the products you can see and touch, like windows, doors and conservatories.

I wanted to know:

- What standards does it demand from its members?
- How does it go about policing those standards?
- What about quality control ...training...customer service?
- Is it true that every single customer – more than 150,000 so far – is surveyed about how happy they are with the work?
- How tough it is to be accepted as a member...and what happens to members who fall behind the right standard?
- Most of all, what about this **Network VEKA** Ten-Year Insurance Backed Guarantee?



And now that I know the answers, I am more than happy to recommend **Network VEKA** for PVC-U home improvements with built-in peace of mind.

See for yourself; read the **Network VEKA** Customer Charter in full on **P22**

Steve Davis, OBE
Six-times World Snooker Champion

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Just a little *thought...*

It takes more than the best quality frames and glass to create the perfect conservatory.

It takes imagination, flair, skilled workmanship, security know-how... and of course a little common sense.

But it also takes the reassurance of knowing that every stage of design, manufacturing and installation has been monitored to the highest standards – and covered by a series of guarantees that are already safeguarding many thousands of home improvements all across Britain and Ireland.

That is why the first step in choosing the perfect conservatory must be to choose a company that is approved as a member of Network VEKA.

Just take a few moments to browse through this brochure and you will not only discover why Network VEKA is so important to your plans and what standards and assurances it offers; you will also see many of the exciting designs and styles to create the conservatory that is perfect for you.

Network VEKA: real *peace of mind* in PVC-U home improvements

If you think all PVC-U home improvement companies are the same, just ask any customer of any **Network VEKA** member – and you will see there really is a different way of choosing PVC-U home improvements.

It's a way that puts you in control of your purchase through a unique series of promises and guarantees that ensure the highest standards from every member company under the constant vigilance of the organisation itself.

This unique organisation brings together some of the most respected PVC-U home improvement companies in Britain and Ireland, all committed to upholding a series of strict standard governing areas such as quality control, training, customer satisfaction…and of course, **Network VEKA**'s own Ten-Year Insurance Backed Guarantee that they are obliged to offer to every single customer.

Whenever you see the **Network VEKA** sign, you can be sure that every member company is committed to upholding every promise in the **Network VEKA** Customer Charter.

You will see from the Charter that the **Network VEKA** promises start long before the installation has begun. You will see, for example, that every installer or surveyor who visits your home must carry a current **Network VEKA** identity card. What you cannot see however is that every one of them must be trained and tested up to **Network VEKA**'s own exacting standards – and submit to regular auditing.

The promises are also your assurance that every PVC-U frame has been manufactured by an authorised **Network VEKA** fabricator member using only PVC-U profile extrusions from VEKA plc, a company with a global reputation second-to-none in PVC-U construction and home improvement.

Add to that **Network VEKA**'s unique Insurance-Backed Guarantees, and you will see why there really is a different way of choosing PVC-U home improvement products.

More than 16,000 homeowners every year entrust **Network VEKA** members with installations valued at over £65million (€98million). Take a long look at the **Network VEKA** Customer Charter (reproduced in full on P22) and you will soon see why more and more people are choosing their home improvements the **Network VEKA** way.

Your *satisfaction* – guaranteed

Imagine an organisation where the opinion of every single customer – happy or unhappy – found its way straight back to 'the boss'. That is just what **Network VEKA** gives you with its Customer Satisfaction Questionnaire.*

Around 16,000 questionnaires are collated from customers every year, with probing questions on the quality, service and care that went into every single installation. Feel free to be honest; we really do want to know. Member companies have worked hard to earn their excellent reputation; you can be sure every one of them is working even harder to keep it.

The questionnaire is part of your application for the **Network VEKA** Ten-Year Insurance Backed Guarantee, just one of three powerful guarantees that ensure peace of mind for every **Network VEKA** customer.

We have all heard of double-glazing companies going bump and leaving a trail of worthless guarantees. The unique **Network VEKA** Ten-Year Insurance Backed Guarantee means this should never happen. That is because it is backed up by an insurance policy in **Network VEKA**'s name, which covers its liabilities under the guarantees it gives.

That means you remain covered if your **Network VEKA** installation company should cease to trade due to liquidation, receivership, administration or the winding-up of the business due to bankruptcy, State retirement or death of the principals. It is brought into effect as soon as your request form is received by **Network VEKA**.

You will also have your installation company's own Product Guarantee, that tells you exactly how your installation and its components are covered if it is maintained within the company's Terms and Conditions.

But, before either of these is the Deposit and Stage Payment Protection Guarantee**.
This is intended to safeguard your deposit, if you are asked for one, and if you have agreed to stage payments.

***The Customer Satisfaction Questionnaire / Guarantee Request Form a vital part of your quality control assurance. It is also your application for the Network VEKA Ten-Year Insurance Backed Guarantee. If you do not receive your Guarantee within 28 days of returning the Questionnaire / Request Form, please phone 01282 473170 (9am - 2.30pm) and notify Network VEKA to ensure that your guarantee is processed.**

**** Our Insurance Backed Guarantees are subject to certain limits and conditions, full details of which are available from your Network VEKA installer or by phoning the number above**

Reliable in the *extreme*

All around the world, the name of VEKA has become the watchword for the best in PVC-U home improvement materials, both in its technical performance and sheer good looks.

VEKA was among the original pioneers in the use of PVC-U in window frames and related applications and has remained at the forefront of its development ever since. Now, with 17 factories all around the world – including the world's first purpose-built closed-loop PVC-U recycling plant – it is one of the biggest manufacturers as well as one of the most advanced.

VEKA materials have stood the test of time in some of the world's most ambitious building projects as well as literally millions of private homes.

But before VEKA allows any of its products to be used, samples of every one must undergo a series of punishing tests – including many years of exposure to extremes of high and low temperature in the Nevada Desert and high in the Swiss Alps.

Only then can VEKA be sure that its products can withstand far worse weather than any you could expect in Britain and Ireland.

And, because every **Network VEKA** member is committed to using PVC-U extruded materials only from VEKA – with frames manufactured only by authorised and tested **Network VEKA** fabricators – every one of their customers can expect reliability in the extreme...every time.

Global responsibility

The environment is high on everyone's agenda nowadays and VEKA has led the way in PVC-U recycling for many years. This versatile material can be recycled many times, giving massive savings in energy and the world's resources, but VEKA Recycling has one vital difference that few others can claim. Its purpose-built recycling plant at Behringen in Germany, backed by its UK-based primary separation facility, actually recycles to such a purity that it can be made into new windows, not just secondary products like drain or sewer pipes. In fact, the VEKA system can not only turn old windows into 15,000 tonnes of clean, recycled PVC-U a year, it can also separate for re-use glass, steel and gasket materials.

Down to *detail*

You may already have the vision in your mind of what your ideal conservatory should look like.

But a conservatory is not only a significant investment, it is also something that you can expect to give you pleasure for many years to come. So, before you go any further, it is well worth putting some thought into a few basic details:

- What finish would best suit the house? You can not only choose brilliant white, a subtle grey or one of the lustrous woodgrain effects, you can in most cases choose woodgrain on the outer surfaces and white inside.

  As well as these colours and finishes, many members may be able to provide a wide range of colour finishes on a bespoke basis. Just ask for details.

- Most conservatories have a 'dwarf wall' around the base, usually in a material to match the main building, but you can also choose opaque PVC-U panelling around the base or even have glazing all the way to the ground. The effect of 'glass-to-ground' is quite dramatic but you may want to consider privacy issues in some locations.

- The roof of a conventional conservatory can be either glass or polycarbonate. Each gives a different texture of light and your choice may have a bearing on heat insulation and cost.

Nowadays however, there is no need to limit your choice to transparent materials. You can even add a conventional roof to create a 'Sun Lounge' or one of a number of lightweight simulated slate/tile roofs. Also, as some of this brochure's pictures show, you can choose a 'Pagoda' style combining transparent and opaque materials.

Please note however, some of these options may affect Planning issues with your local authority. Your **Network VEKA** member will be able to advise here.

- Do you need built-in mains lighting with wall switches or would wall sockets and free-standing lamps be satisfactory? Either way, don't stint on wall sockets; in the age of PCs, games consoles and extra TVs, we need more outlets than ever.
- Some homes may have more than one option for where to locate a conservatory. Why not give a moment to think what direction the sun comes from at what time of day…then what time you are likely to get most use from it.
- Ventilation is vital to any conservatory – and especially one that faces south and the midday sun. Building Regulations specify a minimum area of openable windows but you might feel you need more or perhaps even roof vents. Your **Network VEKA** member will be able to advise here.
- Do you want to use your conservatory all year round? Then consider a few heating options. Perhaps a free-standing radiator might be enough but if you are thinking of options like underfloor heating or perhaps extending your home's central heating system, they will be much easier to add during installation rather than later.
- There are two main legal factors to think about in choosing a conservatory: Planning Consent and Building Regulations.

  Most conservatories need no Planning Consent at all but the rules governing this are many and complex. They also vary between England & Wales, Scotland, Northern Ireland and the Republic of Ireland and in some cases they may even vary from one local authority to another.

  Again, Building Regulations can be complex. They are the rules that govern things like safety and stability of any building.

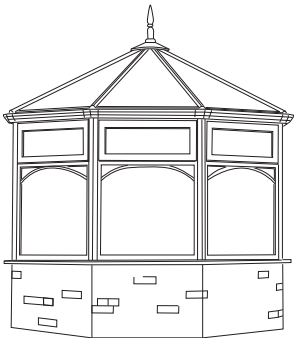
  In either case, don't worry; your **Network VEKA** member can advise on all such matters and can even help you with the formalities.

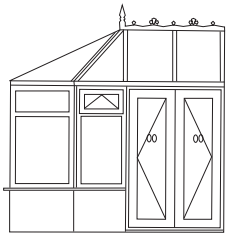
Victorian

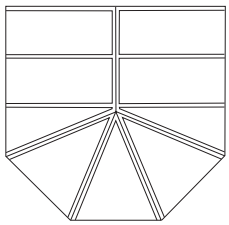
The Victorian conservatory is the quintessential classic. The style is marked by its distinctive multi-faceted rounded-end effect but, as with its neighbour the Edwardian, the style offers a wide range of variants so that no two need ever be alike.

- The rounded-end appearance can be achieved with either three or five straight facets
- The outside door can be positioned on any side or facet. As well as where you would like to step out to, think about the inside...where will the furniture go and how will you want to walk freely around to the door
- A lantern roof can add elegance and design flair, especially on the more grand constructions.

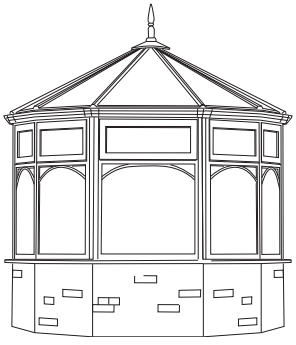
“Classical Elegance in any setting”

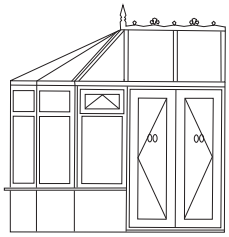


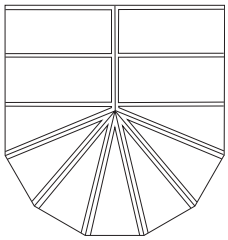




3 - Facet Victorian







5 - Facet Victorian

Edwardian and *Gable*

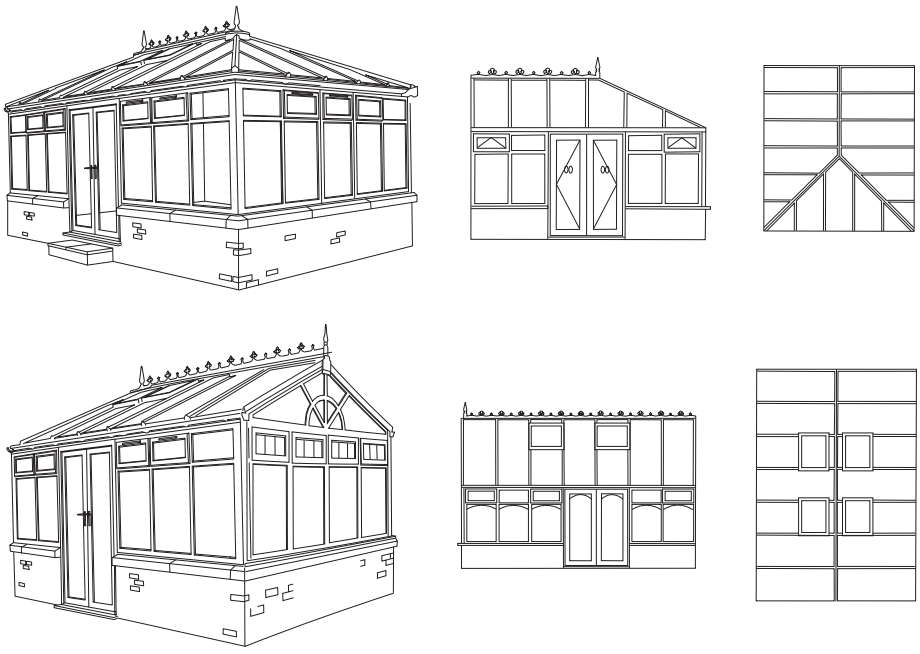
The Edwardian evokes the same classical mood as the Victorian but with a simple rectangular footprint to make the very most of the space available.

The addition of a flat gable end instead of a chamfered roof can add a more geometric finish with cleaner lines that help it to blend in with more modern homes.

As with the Victorian, door positioning offers choice but give some thought to the practicalities. Dwarf walls are an option as always but glass-to-ground on a gable-style can help to accentuate the geometric styling.

For the opposite effect in a conventional – non-gable – style Edwardian, a lantern roof can soften the geometric lines.

“Vintage style to make the most of space”



Edwardian

Gable

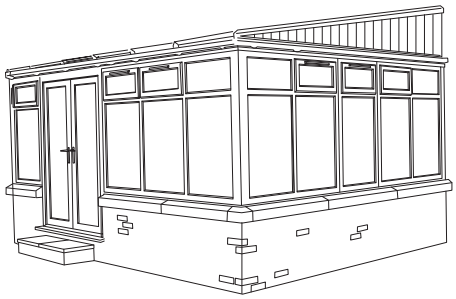
Mediterranean and *Corner-fill*

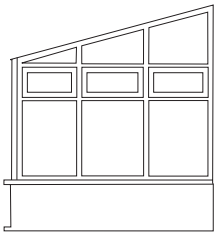
The Mediterranean, with its distinctive 'lean-to' roof is the most uncomplicated – and often most economical – solution where a more complex design would be inappropriate or impracticable.

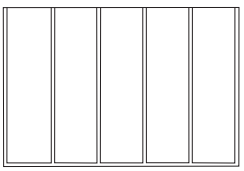
The Corner-fill, as its name suggests, sits in an inside corner of the main building, sharing at least two walls.

- As it juts out less than some styles, the Corner-fill has the minimum impact on garden space
- Corner-fill is also a useful option where property boundaries may rule out the use of outward-facing walls
- It can have a lean-to roof or a ridged roof using box-gutter drainage where it meets the main building
- With the ridged roof, it can also be Victorian or Edwardian in its overall style.

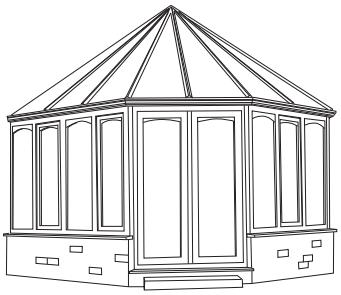
“Uncluttered simplicity”

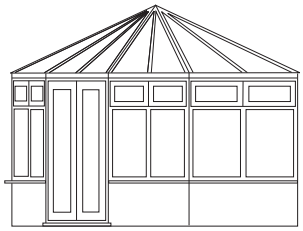


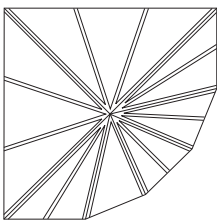




Mediterranean







Corner fill

Combination Styles

L-Shape, P-Shape, T-Shape, C-Shape... there's almost a whole alphabet of choices when you combine one or more conventional conservatory style into a bespoke creation with real individuality.

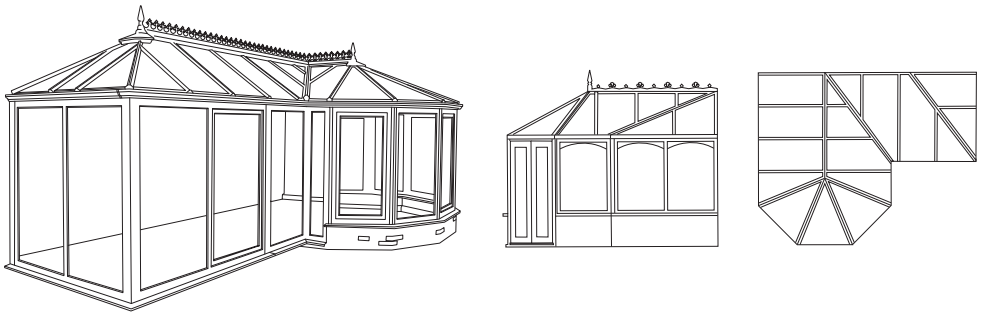
The combination style not only allows you to expand your horizons in scale and style, it also enables you to mould your ideas around any shape of building.

L- T- and C-Shape combine two or three rectangular shapes, while P-Shape is similar to the L- but with one or perhaps two Victorian style rounded-ends.

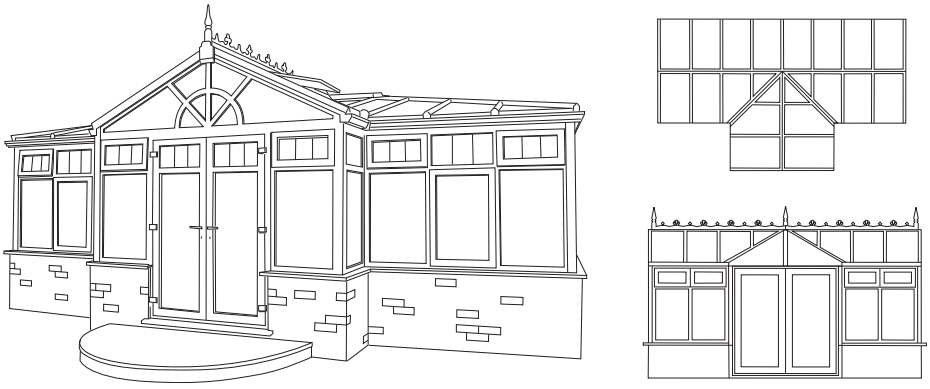
The P- or L-Shape need not jut out from the building; they can fold round an outside corner for a real panoramic outlook or perhaps all-day sun.

All styles can use a combination of lean-to, pitched and lantern roof as appropriate.

“The ultimate in bespoke versatility”



P - Shape



T - Shape

Gallery

Gallery

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The **Network VEKA** Customer Charter

Your assurance of peace of mind with every installation

Network VEKA only takes the best – then makes sure they stay the best with a series of standards, rules and guarantee obligations that are all strictly monitored by the organisation centrally.

From the moment your guarantee is registered by **Network VEKA**, you are immediately protected by all of these assurances, which are spelled out clearly in the unique **Network VEKA** Customer Charter.

This Charter sets every **Network VEKA** member apart from other companies because it immediately tells you, the homeowner, what you have a right to expect, not only during the installation but for the whole of the guarantee period.

That is why nearly 16,000 homeowners every year choose **Network VEKA** and discover for themselves that there really is a different way of choosing PVC-U home improvements.

We promise **you:**

Our **Ten-Year Insurance Backed Guarantee*** on every **Network VEKA** registered installation
...assuring you of complete peace of mind from the moment you request your guarantee

Our **Deposit and Stage Payment Protection Guarantee**** on every deposit paid, and or, stage payment made on every **Network VEKA** registered installation, where your installer asks for a deposit or stage payments.
(Be sure to complete and return your Deposit and Stage Payment Protection Guarantee request form).
...backed by an insurance policy in our name

Your installation company's own **Product Guarantee**, of up to ten years, that tells you exactly how your installation and its components are covered if it is maintained within the company's Terms and Conditions.
...you wouldn't expect any less

Every **Network VEKA** installer and surveyor is trained to our strict standards
...ensuring every installation is up to our specification

Every **Network VEKA** registered installation complies with all Building and Fire Regulations
...keeping you on the right side of the law

Every **Network VEKA** customer receives a confidential **Customer Satisfaction Questionnaire**
...to make sure we know every member gets it right every time

Every PVC-U frame in a **Network VEKA** registered installation is made using the extrusions from **VEKA plc**
...your assurance of world-beating quality at the heart of every frame

Every PVC-U frame in a **Network VEKA** registered installation is manufactured by an approved **Network VEKA** manufacturer member
...assuring you an unbroken chain of quality from factory to your home

Every employee who visits you must carry a current **Network VEKA** Identity Card, with photograph
...so you can be sure they are who they say they are

Every member company has been vetted for financial stability before we even allow them to join **Network VEKA**
...we make sure we trust them before we ask you to

Want to know more?

If you would like to learn more about other PVC-U products or to read impartial, step-by-step advice on PVC-U home improvements, ask your **Network VEKA** member for the 'Lasting Looks, Lasting Promises' brochure or the 'Hassle-free Guides' or call **0800 80 00 80** to receive a copy by post.

*The **Network VEKA** Insurance Backed Guarantee, Deposit and Stage Payment Protection Guarantees are given by us, and backed by insurance policies in our name, covering our liabilities under our guarantees.

** Our insurance backed guarantees are subject to certain limits and conditions, full details of which are available on request from your Network VEKA installer or by telephoning 01282 473170

The certificate holder is liable for the first £100/€150 of any claim under the insurance backed guarantee.

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

NV002/2/05-09

A message from the founder members of **Network VEKA**:

When we first launched this unique organisation back in 1996 we all faced the challenge: how can honest traders get their message across to the public in an industry where honesty and integrity are seen very much as the exception.

Once we had drafted the founding principles – the same that we still work on today – we looked at the document and all thought: "One day, all windows and conservatories will be bought this way."

In just over a decade, nearly 150,000 happy customers proved they agreed with us and so far we are proud to say that more and more agree as every year goes by.

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Six-times World Snooker Champion

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