



# Lasting looks ...Lasting promises

Your guide to choosing home improvement products the Network VEKA way



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

A stylized signature of Steve Davis in purple ink.

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



# Contents

---

Quality you can trust	4
National strength, local service	5
Your satisfaction guaranteed	6
Reliable in the extreme	7
PVCu Windows	8 - 9
Window Gallery	10 - 11
Doors	12 - 13
Doors Gallery	14 - 15
Conservatories	16 - 17
Conservatories Gallery	18 - 19
Roofline and Cladding	20 - 21
Customer Charter	22

---



## *Quality you can trust*

Think of windows, doors and conservatories in advanced modern materials and you immediately think of long-lasting, low-maintenance products that keep the warmth in, the weather out and go on looking as superb as the day they were put in.

Nowadays, the technology has been developed to bring the same benefits in other parts of the home such as the roofline, garage doors and even outdoor decking, fencing and gates.

The choice of products and styles is endless but how can you be sure you have chosen the

right company to turn your vision into reality...the right company to deliver the skills, the products and most of all the guarantees that you need.

That's where **Network VEKA** comes in. 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.

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 superb-looking, highly efficient and technically-advanced home improvements that your local **Network VEKA** member can provide.

# 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.

**Network VEKA** really does give you the best of both worlds. Around 140 member companies together form a powerful national force with the scale and authority to deliver the reassurances and guarantees that you need...yet each member is still near enough to think of you as a neighbour.

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 completed 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, to protect these payments.

\*The Customer Satisfaction Questionnaire / Guarantee Request Form is a vital part of your quality control assurance. It is also your application for the **Network VEKA** 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 on request 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.



## Windows

Traditional or contemporary, grand or modest, in the heart of the city or out in the country...whatever the individual character of your home, a well-chosen style of window will show it at its very best.

Let your local **Network VEKA** member help you to choose from a massive array

of styles, functions and finishes in PVC-U to find the one that is perfect for your home. But whatever your choice, you are assured of all the protection offered by **Network VEKA** from the moment your order is registered...so you never need compromise on style when choosing windows with built-in peace of mind.

White, woodgrain, colours...casement, sash, tilt/turn...leaded, Georgian or plain glass. Just take a look at some of the superb styles pictured on the following pages and imagine what you can do for your home – with the help of your **Network VEKA** member.



For every home, there is the perfect choice of window...and the choices go far beyond what meets the eye. As well as the overall look, shape and finish, you have the choice of a variety of opening styles, you can choose even greater energy efficiency – and of course you can make them even more resistant to intruders.

Modern technology means you can have a variety of finishes with all long-life, low-maintenance qualities as uncoated PVC-U. So, you can not only choose brilliant white but also a subtle grey or one of the lustrous woodgrain effects –in most cases you can even choose woodgrain on the outer surfaces and white inside.

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

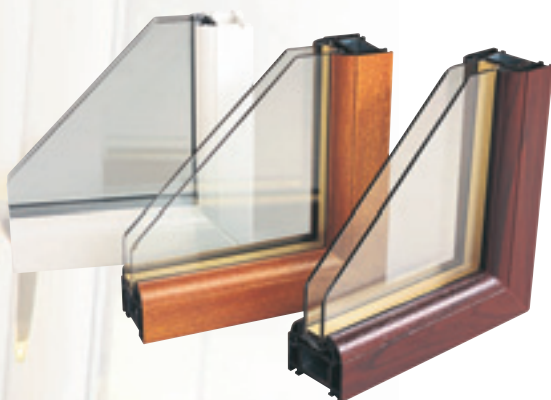
The way you want your windows to open is as much about styling as it is convenience. For example, the well-known tilt/turn window has a simplicity that suits more contemporary homes but it can also be tilted open to let in the air without inviting intruders. It can also of course be turned fully open inwards to allow cleaning from the inside.

In a home of any vintage, a casement (hinge-opening) window looks most like its conventional wooden counterpart but offers far more design options as well as

the enhanced security of any quality PVC-U window.

For real classical elegance, take a look at the sliding sash window. Characterised by the grand Georgian town houses, the sliding sash has all the looks of the wooden version but with advanced mechanisms and counterbalancing to make it more smooth-running than the original ever was.

Whatever you choose, in style, finish or mechanism, you have the peace of mind of knowing every PVC-U window from every **Network VEKA** member is covered by all of the organisation's guarantees and assurances from the moment your request form is received by **Network VEKA**.



# Windows *Gallery*





## Doors

It is the part of your home that greets the visitor. So why not make that first impression a lasting one with the right choice of residential door.

Whether you prefer PVC-U or advanced composite materials, you can not only select a finish that matches your windows or conservatory but you can also enjoy the same low-maintenance life expectancy, enhanced security and weather-resistance that you have come to expect from PVC-U windows.

The same materials, technology, versatility and good looks can also apply to any other door in your home, especially with sliding patio doors or hinged French doors.



Take a look at some of the superb range of styles and finishes available in residential, patio or French doors from your **Network VEKA** member.

Whether you choose a residential door in PVC-U or composite materials or a fully-glazed patio or French door, all with a comprehensive array of ornamental options, you can always be sure you are covered by all of **Network VEKA's** guarantees and assurances as soon as your request form is received by the organisation.

That feeling of security doesn't end with these assurances; all the PVC-U installations available through **Network VEKA** are designed with intruder resistance built-in, thanks to a range of high-tech mechanisms and materials on doors and window openings to withstand even a determined intruder. Also, your **Network VEKA** member company can advise on many specialist components if you demand an even higher level of security.

Imagine the extra sense of light and space you can achieve by stepping out to your garden or patio through a patio or French door. Styled and finished to match your windows, every one will also give you the same high standard of weather resistance and low-maintenance life expectancy.



## Doors *Gallery*





## Conservatories

Think of relaxing as you watch the seasons come and go without leaving the comfort of your home. Think of creating a light and airy space that is as versatile as any room you can imagine.

...versatile not only in the many ways you can design it but also in the uses you can put it to – dining room, playroom, study, a gym, a games room or just a place to relax.

Choose from a whole range of shapes from the classical Victorian, including its spacious P-Shape variant, to the practical clean lines and economical construction of the Mediterranean.

### What about an orangery

More and more homeowners are choosing an orangery as an alternative to a conventional conservatory. A fusion of glazed expanses of wall with conventional building materials in areas such as corners, mullions and part or all of the roof, an orangery offers a whole new range of elegant options (see big picture).

You will find even more useful information and many more pictures in **Network VEKA's** 'Choosing a Conservatory' brochure and lots of step-by-step practical advice in the **Network VEKA** 'Hassle-Free Guides.' Just ask your **Network VEKA** member for a copy or call 0800 80 00 80 to receive one by post.



Let your imagination be your guide and give your home more space and style while adding to its value with a conservatory chosen, designed and installed with the help of your **Network VEKA** member.

Designing your ideal conservatory is about far more than the things you can see...what about structural and Planning considerations...Building Regulations...ventilation...roofing options...heating and wiring?

A conservatory is a significant investment – and one that's designed to last for years to come – so it is something that should only be considered with expert professional advice.

Your **Network VEKA** member can give you all the professional advice you will need to make your conservatory as structurally and legally sound as it is enjoyable.



# Conservatories *Gallery*





## *Roofline and Cladding*

The timber around the roofline of your home may not earn much of your attention but it can be a real headache when it starts to deteriorate... and it can take up too much of your hard-earned free time with the constant round of treating and repainting.

Talk to your local **Network VEKA** member about how the same long-life, low-maintenance and crisp good looks of PVC-U can help you to reclaim your weekends and keep this part of your home looking as good as new for years to come.

The same applies if your home has external cladding in timber, for example on gables or between bay windows. Once again, PVC-U to the rescue with cladding products that never rot or peel and are as easy to clean as your windows.





# 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 Staged Payment Protection Guarantee\*\*** on every deposit paid and/or staged payment made on every **Network VEKA** registered installation, where your installer asks for a deposit or staged payments. (Be sure to complete your Deposit Protection and Staged Payment 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 will be 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 choosing your conservatory or to read impartial, step-by-step advice on PVC-U home improvements, ask your **Network VEKA** member for the 'Choosing a new Conservatory' brochure or the 'Hassle-free Guides' or call **0800 80 00 80** to receive a copy by post.

*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.*

\*The **Network VEKA Insurance Backed Guarantee** and Deposit and Staged Payment Protection Guarantees are guarantees 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 Insurance Backed Guarantee.

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 put their message across to the public in an industry where honesty and integrity are seen very much as the exception.

Once we had drafted our founding principles – the same that we still work on today – we looked at the document and agreed: “One day, all windows and conservatories will be chosen this way.”

Now, more than 16,000 householders every year are discovering for themselves that there really is a different way of choosing windows, doors and conservatories – a way that ensures peace of mind built-in.



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