

# CREATING A WARM WELCOME



**DOORS • RESIDENTIAL DOORS • BI-FOLD • FRENCH • SLIDING PATIO • SMARTFOLD • LIFT & SLIDE**







# 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.”

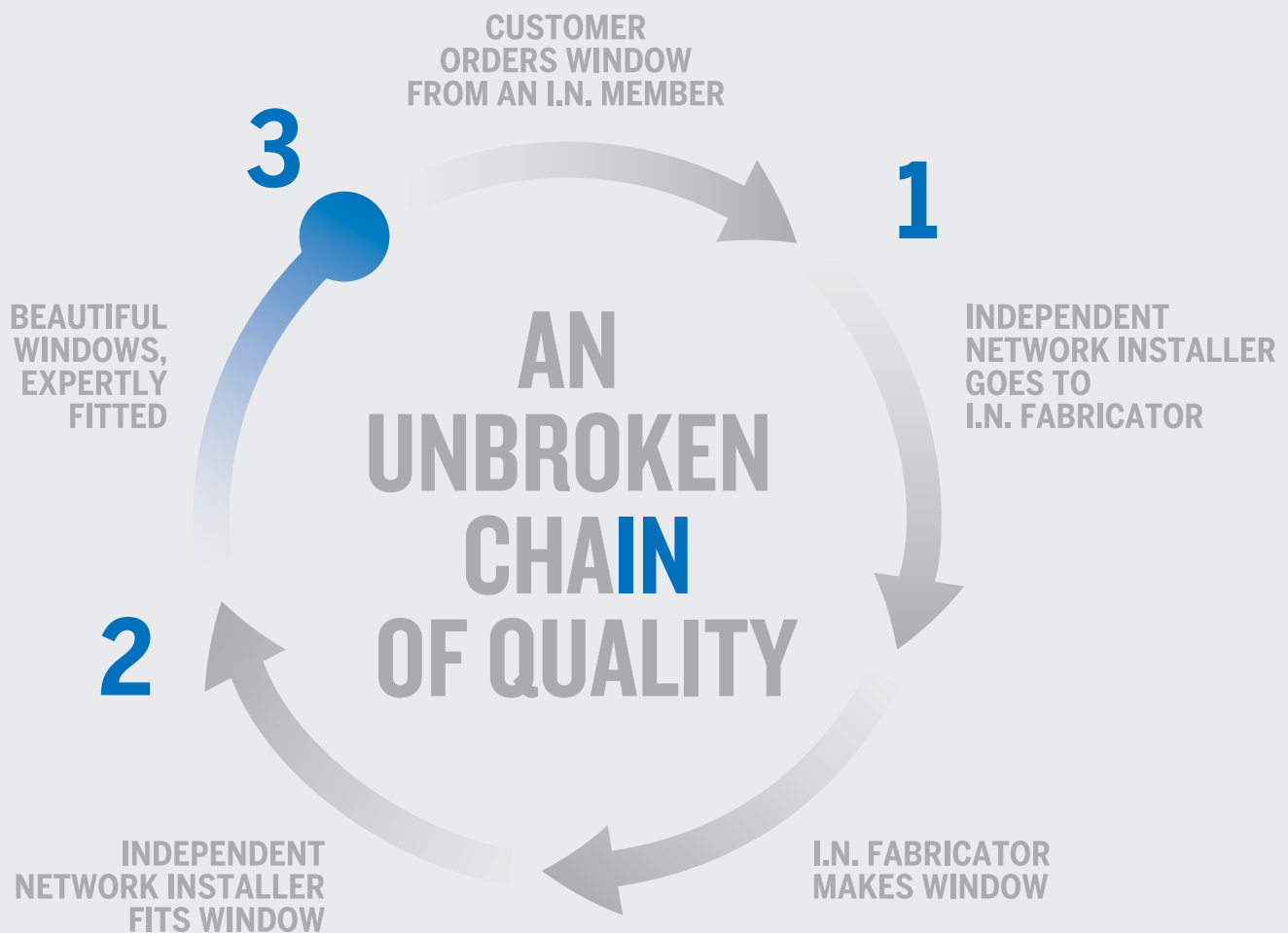
Mrs Butterworth

“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.



# RESIDENTIAL DOORS

Change the look and feel of your home with our stunning, yet secure, uPVC Residential Doors. With a wide choice of designs, colours and woodgrain finishes, make your home truly yours with a unique stamp of style.



Your local Independent Network member can advise on the best options to suit you and your home, whether you want patterned glass, a style of threshold or have a specific look to match other features in your home.

Whichever door you choose, security, safety, style and energy efficiency are all part of the package.

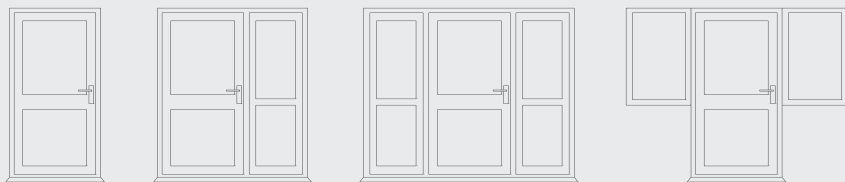
You could also benefit from having a quieter home, thanks to the integral sound insulation, whether you choose a door that is solid or has double or triple glazing.

No matter how close your house may be to a busy road or noisy playground, a new door should offer a greater degree of protection from the sounds of the outside world.

If it's privacy that you crave, a number of patterned glass designs are available rather than clear glass, which may be preferred if you've got stunning views to enjoy.

Regardless of the type and amount of glass, our energy efficient Residential Doors should help with lowering your energy bills as they're designed to keep the cold outside and the warmth inside.





## COMPOSITE DOORS

Express your individual style by choosing a Composite Door, installed by your local Independent Network member, and benefit from all the technical advancements inherent in modern-day, cutting-edge materials and designs.

Composite Doors offer outstanding energy efficiency while also being resistant to swelling and rotting resulting from changes in the weather, so do not need the maintenance of traditional timber doors.

With impressive security credentials, as well as designs that look as good as timber, a Composite Door delivers the best of both worlds.



### KEY FEATURES

- Strong and safe
- High security locking systems
- Wide range of colours, styles and finishes
- Wide range of glazing options
- Low maintenance
- Energy efficient
- Manufactured using VEKA Group profile
- Independent Network comprehensive ten year insurance-backed guarantee



# BI-FOLD DOORS

Erase the boundary between your home and garden with Imagine Bi-Fold Doors. Bring your garden closer to your living area with beautifully framed views and light-filled rooms. These energy efficient, contemporary doors can add a new level of versatility to your home.



The concertina form of Bi-Fold Doors allows you to truly open up your home to your outside space. Stepping seamlessly from the garden to the house means you'll view your home in a new light.

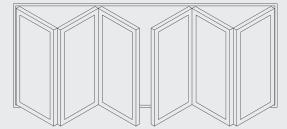
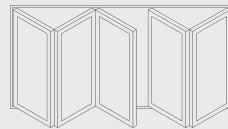
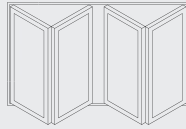
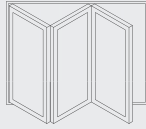
VEKA's Imagine Bi-Fold Door gives you an aperture that acts as a picture frame, enabling you to enjoy the rain or snow from the warmth and comfort of your home in the winter, yet open up and extend your living space in the summer.

As a replacement to traditional Patio Doors, your local Independent Network member can advise on the best options for your home.

With secure locking and easy operation, thanks to a smooth gliding mechanism, Imagine Bi-Fold Doors are perfect for many different homes.

Inherently energy efficient, like all VEKA Group doors, these potentially vast expanses of glass do not detract from a warm and cosy home; the cold is kept at bay while the warmth is retained inside.

A wide range of colours and woodgrain finishes gives you great autonomy over the final look and feel of your new feature doors.



## KEY FEATURES

- Easy opening mechanism
- High specification weather protection
- Creates panoramic views
- Superior thermal acoustic installation
- 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



# FRENCH DOORS

The classic elegance of French Doors will fill your home with light and create a beautiful threshold between the house and garden. Leading-edge technology ensures energy efficiency like no other – from the weather seals to the glass and frames, minimal heat loss should help to reduce your energy bills.



As versatile as they are attractive, traditional French Doors can be combined with sidelights and windows to extend the light flooding into your home.

A range of colours and woodgrain finishes, as well as the option to have a different colour inside and out, enables you to stamp your individual mark on your home as well as adding style and functionality.

As with all VEKA Group products, energy efficiency is at the core of our development, while all of our doors and windows are rigorously tested for security and safety.

Solid multi-point locking mechanisms and glazing units ensure our doors are an effective security deterrent, giving you the peace of mind you deserve.

A ten year insurance-backed guarantee from Independent Network also comes as standard, whichever doors and windows you choose.





## KEY FEATURES

- Smooth opening mechanism
- Low maintenance and long life
- Energy efficient
- High security locking systems
- Manufactured using VEKA Group profile
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee



# SLIDING PATIO DOORS

Allow more natural light into your home without compromising on living or outside space, Sliding Patio Doors are an excellent alternative to Bi-Fold or French Doors. Sliding Doors offer a beautiful frame of your garden or view, with a smooth steel track mechanism that enables effortless operation.



VEKA focuses on energy efficiency across our product range, and our Sliding Doors are no exception. With double brush seals on all sides as well as unique quadruple seal interlocks, they offer flawless insulation properties against whatever the British weather can throw at them. Helping to keep your energy bills down too, your carbon footprint is also reduced.

Protecting your home from intruders is essential for your peace of mind. Toughened or laminated glazing combines with multi-point locks and steel reinforced frames to offer unparalleled security. Anti-lift blocks are fitted as standard, while anti-pick cylinder locks are also available.

It all adds up to a door that's as secure as your desire to keep your home safe from uninvited guests. All Sliding Doors benefit from the same ten year insurance-backed guarantee you'd expect from Independent Network.



## KEY FEATURES

- Easy glide steel tracks
- Quadruple interlock seals for great energy efficiency
- 2, 3 and 4 pane options
- Anti-lift blocks for added security
- High specification weather protection
- High security locking systems
- Low maintenance
- Manufactured using VEKA Group profile
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee
- Part of the Imagine range



# SMARTFOLD DOORS

With more options for opening doors than seem possible, the innovative and flexible SmartFold Door from VEKA Group offers independently manoeuvrable sashes with minimal intrusion into the living space.



Framing your outdoor space beautifully, each individual door sash can be opened and stacked at either side of the frame as well as being moved anywhere along the concealed tracks. As the sashes interlock, concealing the hardware, these discrete, yet secure, doors can be operated with the utmost of ease.

The seamless interlocking coupled with the hidden hardware produces a door that is as attractive and secure as it is flexible.

Minimal set up is required and each door is manufactured using standard profiles combined with simple to fit hardware.

SmartFold can be customised with different colours and woodgrains on either side of the door with a range of options available to match your interior and exterior décor.



## KEY FEATURES

- Energy efficient
- Sleek looks with concealed hardware
- Flexible opening options with individually operated sashes
- Low maintenance
- High specification weather protection
- High security locking systems
- Manufactured using VEKA Group profile
- Wide range of colours and style options
- Independent Network comprehensive ten year insurance-backed guarantee
- BSI Kitemark approved

# LIFT & SLIDE DOORS

The Imagine Lift & Slide Patio Door, sets a benchmark in energy-conscious construction. Offering unrivalled insulation properties, this innovative door brings efficiency and style like no other.



Security and safety are first class, courtesy of extra-large steel reinforcements in the profile cores. These reinforcements enable effortless operation as much as they offer peace of mind.

Compatible with all major hardware systems, the Imagine Lift & Slide Patio Door is a flexible and practical option. It offers elegant looks and minimal maintenance to enhance your living space without adding to your ongoing job list.

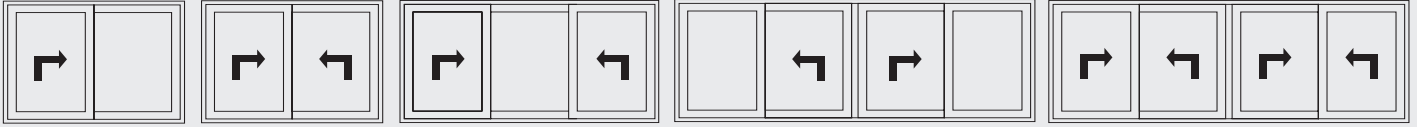
Outstanding heat insulation comes from a collective of advanced technologies, including Neopor® inserts, which combine to make sure the money you spend on heating isn't wasted.

This class-leading door is one step ahead of the pack when it comes to maximising insulation properties.

Suitable for use on balconies or patios, the Imagine Lift & Slide Patio Door delivers on practicality as much as it does on efficiency and security.

Your Independent Network member will be able to share full details of the seemingly endless list of possibilities with you to find a door that suits your needs perfectly.





## KEY FEATURES

- Energy efficient
- Elegant look
- Compatible with all major hardware systems
- Low maintenance
- High specification weather protection
- High security locking systems
- Manufactured using VEKA Group profile
- Wide range of colours and style options
- Independent Network comprehensive ten year insurance-backed guarantee

# 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.

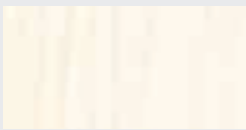


# COLOURS

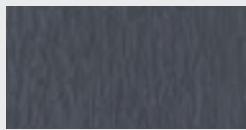
Whatever colour you choose, you can rest assured that your new frames come with all the quality, energy-efficiency, guarantees and low maintenance benefits you would expect from your local Independent Network member.

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.\*



White



Slate Grey



Silver Grey



Rosewood



Irish Oak



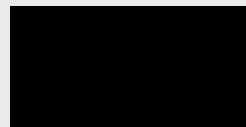
Golden Oak



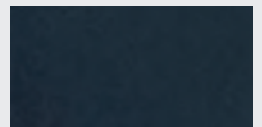
Cream



Chartwell Green



Beck Brown



Anthracite Grey

# 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.



# THE BENEFIT OF AN **IN**DEPENDENT 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.”

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## 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)

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# 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 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)

“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.

# THE NATION'S PREMIER LOCAL LOCAL **INSTALLER** NETWORK

