



**WINDOWS • CASEMENT • VERTICAL SLIDER • FLUSH SASH • TILT & TURN • FULLY REVERSIBLE**





# 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.”

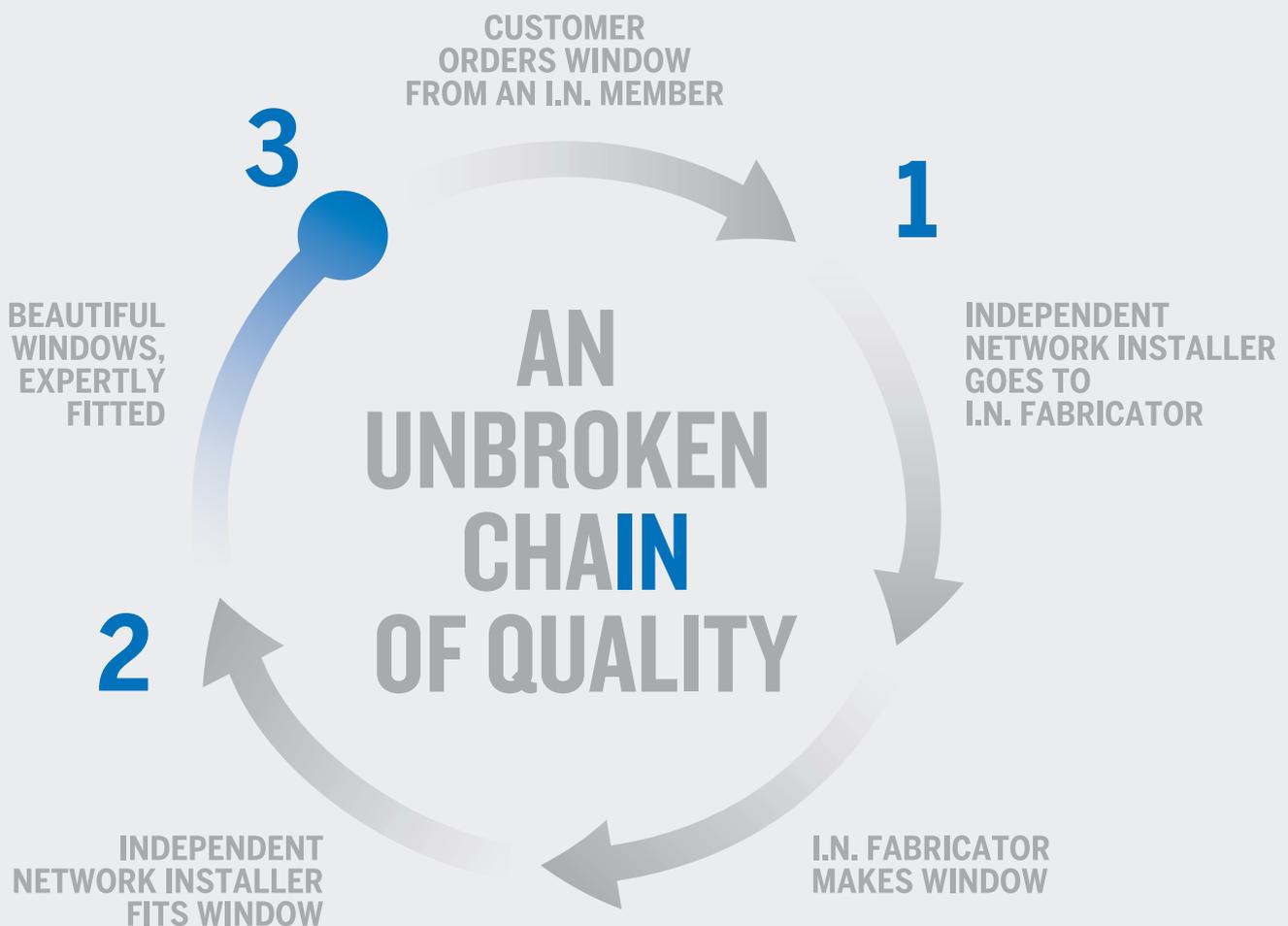
Mrs Butterworth

“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.

# CASEMENT WINDOWS

The most popular and versatile style of window that we offer. Suited for both traditional and contemporary homes, they bring endless possibilities of choices and options.



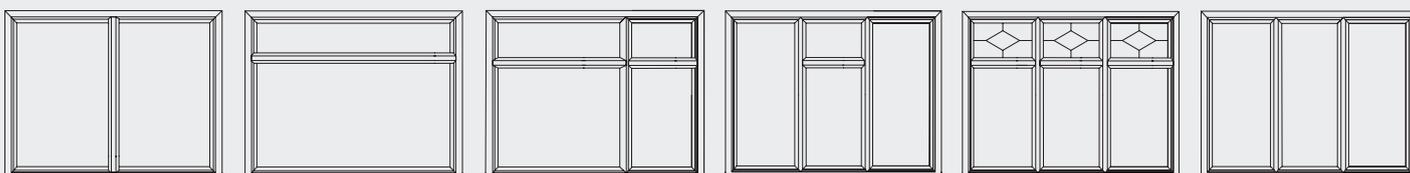
With a choice of fixed or opening frames, colours, finishes and hardware, your windows can be as unique as your home is.

Discuss with your Independent Network member which design of casement window

would suit your home and needs best – the combinations are endless.

Leaded or chamfered glass are often fitted to top openers to enhance the look of these windows.

As with all VEKA uPVC windows, casement window maintenance is minimal. An occasional wipe with soapy water and a drop of oil on the hinges will keep your windows looking good and functioning well.





## KEY FEATURES

- Simple, versatile and user-friendly design
- Available as fully sculptured or chamfered
- Option of top or side openings
- Enhances warmth and security
- Long life and low maintenance
- High security locking systems
- Energy efficient
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee
- Manufactured using VEKA Group profile
- Low maintenance
- Visit [www.inveka.co.uk](http://www.inveka.co.uk) for further information and product video



# VERTICAL SLIDER WINDOW

Indulge in the timeless appeal of traditional timber sash windows, yet benefit from the innovations found in modern windows. VEKA Group's Vertical Slider Windows deliver the best of both worlds, including a dual opening function that adds easy cleaning and further ventilation to the list of benefits.



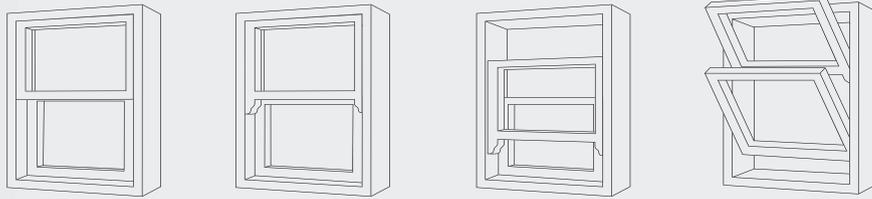
From the outside, it's difficult to determine this modern alternative from the original timber windows, yet the maintenance usually associated with such beautiful features is virtually non-existent with Vertical Slider Windows. With the ability to tilt as well as slide, these windows also offer years of life with little intervention. uPVC construction results in a window that doesn't rot, swell or warp, while never needing repainting.

Energy efficiency is an ongoing battle with many older properties, with potentially ill-fitting single-glazed windows being a major source of heat loss.

Replacing your traditional timber sash windows with Vertical Slider Windows virtually eliminates this issue, reducing the money you spend on heating your period home.

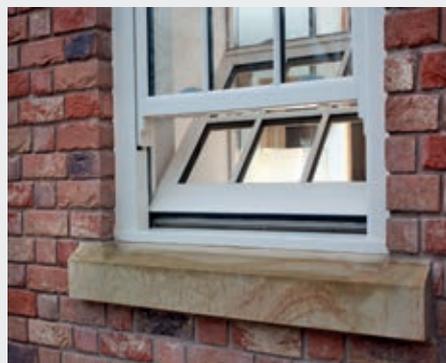
They can also reduce the level of exterior noise and draughts that penetrate your home, leaving you to enjoy a peaceful warm haven. Many period properties are subject to stricter planning regulations, particularly if situated in conservation areas.

The style of VEKA Group's Vertical Slider Windows mirrors that of the originals, complete with the optional 'horns' featured on many of their timber counterparts.



A range of style and colour options enable you to configure your new windows to replicate your originals, while sympathetically blending with your internal style or colour scheme.

All Independent Network installations are installed by experienced fitters and reinforced with a ten year insurance-backed guarantee.



## KEY FEATURES

- Traditional timber window look
- Slide or tilt function for easy cleaning and ventilation
- Improved heat retention
- High security locking systems
- Low maintenance
- Energy efficient
- Manufactured using VEKA Group profile
- Optional sash horns and a wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee
- Visit [www.inveka.co.uk](http://www.inveka.co.uk) for further information and product video



# FLUSH SASH WINDOWS

The perfect replacement window for period properties, FlushSash Windows deliver a blend of traditional styling with the efficiency and performance you'd expect from modern windows. The simple classic lines deliver an undeniably authentic look, while the contemporary uPVC frames, featuring double or triple glazing, offer outstanding energy efficiency.



Heritage properties tend to have appealing character features that remain popular through the ages.

Unfortunately there are drawbacks of such properties, including energy inefficiencies such as draughts and damp associated with ill-fitting and single glazed windows.

Fitting FlushSash Windows can overcome these issues often associated with beautiful older houses by providing modern levels of warmth and energy efficiency, and reducing your energy bills.

uPVC construction also results in a window that doesn't rot, swell or warp, while never needing repainting.

Alongside the warmth and comfort achieved by fitting new windows to a period property, sound insulation is also an added benefit.

In conservation areas, there is often a requirement for homeowners to replicate original windows closely. The clean, simple lines of FlushSash Windows make them a suitable option for such houses.



## KEY FEATURES:

- Traditional lines
- Simple and easy to use
- Versatile design
- Long life and low maintenance
- High security locking systems
- Energy efficient
- Manufactured using VEKA Group profile
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee
- Visit [www.inveka.co.uk](http://www.inveka.co.uk) for further information and product video



Tailor-made for each property, the windows achieve both a physical and visual fit. With the option to specify different colours for the interior and exterior frames, you can complement your interior colour scheme while attaining a more traditional exterior look.

Impressive security credentials and a ten year insurance-backed guarantee will allow you to enjoy peace of mind from the outset.



# TILT & TURN WINDOWS

Tilt & Turn Windows deliver the functionality and clean lines you'd like from new windows, with the security and energy efficiency you'd expect. VEKA Group's team applied years of experience to develop a window design that opens in two different ways while also making cleaning as simple as its operation.



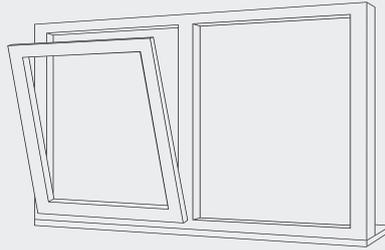
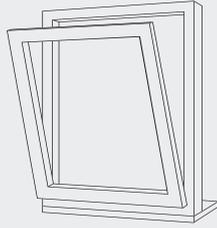
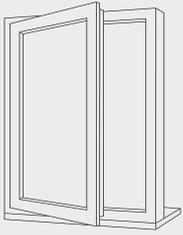
One turn of the handle allows you to tilt the window inwards, then a second turn enables it to open fully inwards for maximum fresh air, an uninterrupted connection to the outside world and ease of cleaning.

When tilted, the windows allow ventilation while minimising the effect of the elements, as well as protecting you from unwanted guests.

Simplicity is core to the exterior view of these windows, with no moving or outward opening parts to break the clean lines of your home.

Available in either sculptured or chamfered design with a number of glazing options, as well as a choice of woodgrain and colour options, there's a Tilt & Turn Window to suit every home.

We make sure the money you spend on energy isn't wasted by expertly installing weather tight windows and doors. As with all Independent Network installations, all Tilt & Turn Windows are accompanied by a ten year insurance-backed guarantee.



## KEY FEATURES:

- Open inwards in two ways
- Opens fully inwards for easy cleaning
- Available as fully sculptured or chamfered
- Minimises outdoor noise
- 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
- Visit [www.inveka.co.uk](http://www.inveka.co.uk) for further information and product video



# FULLY REVERSIBLE WINDOWS

Cleaning windows in multi-storey buildings has never been so easy with VEKA Group's Fully Reversible Windows. Offering no compromise on looks or performance, these revolutionary windows offer unhindered access to both sides of the glazing, and are particularly popular for installation on hard-to-reach upper floors.



The benefits of Fully Reversible Windows are obvious where window cleaning isn't as simple or accessible as in a ground or first floor home. All moving parts of the windows remain outside, making it less likely that window cleaning liquids will drip into your home.

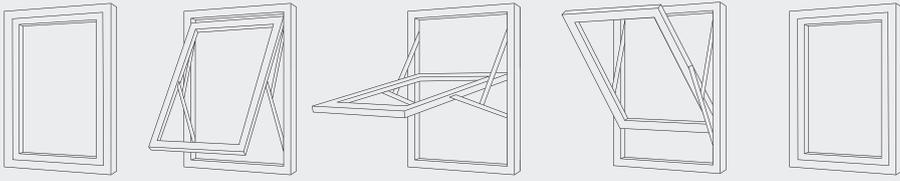
Easy cleaning isn't the only benefit though – infinite levels of ventilation are available thanks to a fully rotating glazing panel, while window blinds can be fitted in the reveal and are therefore not affected by the windows being opened or cleaned.

When closed, the windows deliver exceptional weather resistance and energy efficiency. Offering the same insulation ratings as other products from VEKA Group's double and triple glazed window range, these Fully Reversible Windows are more than just an easy cleaning solution.

Exterior sounds that penetrate your property, such as from busy roads or other transport modes, can be significantly reduced, while warmth remains inside your home, potentially leading to lower energy bills.

Given a wide range of colour and finish options, inside and out if required, you can complement both your exterior and interior design schemes. This is particularly useful where you may have to conform to design regulations in a multiple occupancy building.

As with all installations from Independent Network, all Fully Reversible Windows come with a ten year insurance-backed guarantee so you can rest assured you're covered against any future problems.



### KEY FEATURES:

- Entire window can be turned back on itself for easy cleaning, while protecting your blinds and curtains
- Ideal for externally inaccessible windows, with built in two stage restriction
- Long life and low maintenance
- Strong and secure
- High security locking systems
- Energy efficient
- Wide range of colours and glazing options
- Independent Network comprehensive ten year insurance-backed guarantee
- Manufactured using VEKA Group profile
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# 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



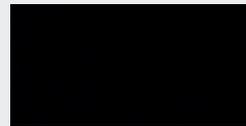
Golden Oak



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.



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

# 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 INSTALLER NETWORK



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Essex | IG9 5HP  
**02085 055 656**  
[www.ewgraceglass.co.uk](http://www.ewgraceglass.co.uk)