



# Lasting Looks... Lasting Promises

by **HALLMARK WINDOWS**



A guide to choosing  
home improvement  
products.

**Network VEKA**  
RAISING STANDARDS. INSTALLING TRUST.

**assure** Windows  
& Doors

# HALLMARK WINDOWS

Quality **Award-Winning** Service  
from an established local company

**Harrogate based Hallmark Windows, is a family-run business that has been established for over 35 years.**

We pride ourselves on providing top quality products, and our commitment to customer service is well known throughout the region. In fact, we function purely on recommendation, which means we work extremely hard to uphold our enviable reputation.

We provide everything you would expect from a respected local company with a wealth of industry knowledge. All surveys are carried out by partner, Colin Richmond, and Hallmark does not employ any subcontractors, so customers can be confident that their home installation is being carried out by trustworthy, professional tradesmen.

So whether you are choosing doors, windows or a conservatory, Hallmark can help and guide you right from the beginning of the design process, through to completion of the project.

Hallmark is a member of the prestigious trade organisation Network VEKA, going above and beyond the call of duty. We have won numerous awards in recent years and we are one of only two Network VEKA members to ever win eight annual customer satisfaction awards.

All our products are covered with the insurance backed Network VEKA 10 year guarantee to safeguard your investment.

Should you require any further information, please get in touch. We will be happy to conduct a survey and offer advice and an obligation-free quote.

*Colin Richmond*

**Colin Richmond - Partner**



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# HALLMARK WINDOWS

## A part of Network VEKA

**Back in 1996, Network VEKA was established when a number of proud, hard-working companies, all using VEKA products, came together to form an organisation that would let them prove their commitment to quality craftsmanship and service.**

As a Network VEKA member, we are backed by a strong and influential National Organisation, so you can be confident that you'll get an exceptionally high-quality level of service, but with the friendly benefits of your local installer! We'll be happy to help at any step of the way, to develop your home and thanks to our Network VEKA membership, you can trust that your home improvements come with built-in peace of mind. In order for Network VEKA to offer consistently high standards and ensure that homeowners are treated fairly, as a member, we are continuously audited and each customer completes a customer satisfaction questionnaire.

The key to becoming a member of Network VEKA is to offer professionalism, value for money, customer satisfaction and expert advice. To carry the Network VEKA logo, you can trust that we offer:

- Knowledgeable Sales Advisors
- High Quality VEKA Products
- A Ten Year Product Guarantee
- A Ten Year Insurance-Backed Guarantee
- Deposit and Staged Payment Protection Guarantee
- Trained and Certified Installers and Surveyors
- Compliance with all Building and Fire Regulations
- A Customer Satisfaction Questionnaire
- Identity Cards
- A Product Maintenance Booklet

Let us advise you how small changes to your house can make a huge difference to the quality of your home.



We'll be happy to discuss any aspect of your home improvements with you, including which windows would save you the most energy and what type of door would best suit the style of your home.

### Not sure where to start or unsure of which questions to ask?

For example, how to choose the right heating and ventilation solution for your conservatory, so you can make the most of the space all year round. We offer our customers quality UPVC products from the number one systems company in the UK, The VEKA UK Group. These products are fabricated locally and then installed by our team, ensuring the high-quality service that Network VEKA demands. Quality UPVC products can save you money, increase the value of your home, keep it warmer, more secure, and looking fantastic. With an extensive range of windows, doors and conservatories in a range of styles and colours, we can tailor our products to your requirements and make sure they best suit your home.

# 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! Network VEKA Member companies have worked hard to earn their excellent reputation, so 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 out of business 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 guarantee 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 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 from your Network VEKA installer or by phoning the number to the left.

# Reliable in the extreme

**All around the world, the name of VEKA has become the pinnacle 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 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 in millions of private homes.

But before VEKA allows any of its products to be used, samples of everything must undergo a series of punishing tests, including many years of exposure to extreme high temperatures in the Nevada Desert and severe low temperatures in the Swiss Alps.

Only then, can VEKA be sure that its products can withstand far worse weather than 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 extremities... every single time.

## Global responsibility

**The environment is 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, not only giving huge savings in energy and to the world's resources, but VEKA Recycling has one 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 purity, that it can be made into new windows, not just secondary products like drain or sewage 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-used glass, steel and gasket materials.



# Windows

## - Let the light pour in

**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.**

Hallmark Windows are a **Network VEKA** member and will assist you in choosing 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 to compromise on style when choosing windows, with built-in peace of mind.

Just take a look at some of the superb styles pictured on the following pages and imagine what you can do to your home, with the help of Hallmark Windows.

For every home, there is the perfect choice of window. 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.

Every PVC-U window from Hallmark Windows carries the Network VEKA assurance of quality and guarantee.

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

As well as these colours and woodgrains, we can 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, of course, be turned fully open inwards, to allow cleaning from the inside.

In a vintage home, 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 assurance of knowing every PVC-U window from Hallmark Windows, carries the **Network VEKA** assurance of quality and guarantee.



## Our window systems

Once upon a time, all a window had to do was let in light, but not anymore. Glazing is required to contribute towards the thermal properties of a home and triple glazing outperforms the rest. However, it can be costly compared to double glazing, although some customers are prepared to go the extra mile.

Double glazing is available on all our products, but it's worth pointing out that triple glazing can further reduce heat loss through the window compared to double glazing, making it a more efficient product.

## Colour choices



# Window Gallery





# Doors

- Safe, secure and welcoming

**It is the part of your home that greets the visitor. So why not make the right choice of external 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 weather-resistance, low-maintenance life expectancy and enhanced security, 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.

Blurring the lines between where a home ends and a garden begins, bi-fold doors create unique living spaces as versatile as they are beautiful. Bi-folds can be specially installed so the doors sit either in or outside the property, when folded back, creating a much tidier appearance.

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



Whether you choose a residential door in PVC-U or composite materials, a fully-glazed patio, French or bi-fold door, 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 us.

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 the most determined intruder. Also, your **Network VEKA** member company can advise you 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 into your garden through a patio, French door or bi-fold 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.

### Outer frame colours



### Standard slab colours



### Bespoke slab colours



### Safe and sound

Our cylinders are the highest accredited lock on the market with unique and effective snap secure technology.

This cylinder is proven in the market to effectively combat against lock snapping and forced entry methods of attack.

- Pick, Drill and Bump resistant

# Door Gallery





# Conservatories

## - Let the light pour in

**Designed for year-round use, our conservatories enable you to add a unique and multifunctional room to your home.**

A conservatory quickly becomes the hub of any home; the room that everyone wants to be in, the best seat in the house.

Imagine 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.

Cool when it's warm and warm when it's cool, it's no longer just a room for the summer, nor does it have a specific purpose. Teaming the views of the outdoors with the comfort and ambience of the indoors, a conservatory is the perfect venue for any occasion.

Our many conservatory styles can help you achieve exactly the look and feel you require, to extend the space in your home.

## Our conservatory styles

### **Victorian**

A classic Victorian style that looks just as good on starter homes as it does with larger detached properties.

### **Lean-to Conservatories**

An economical conservatory solution for those looking for additional living space and maximum levels of natural daylight.

### **Edwardian Conservatories**

For simple, clean lines that stand the test of time, there's no better choice than an Edwardian conservatory.

### **LivinRoof**

The first roofing system designed to give the flexibility to combine solid and glazed roofing seamlessly. Helping extend your living space and enhancing thermal performance for a room that you can use all year round.

### **LivinRoom Conservatories**

Combining the day-lighting benefits of a conservatory with the practical year-round comfort of a newly-built extension.

### **RealROOF**

RealROOF is the first off-site manufactured roof system in the UK, that can take the weight of a heavy roof tile, including slate, clay and concrete tiles.

### **Retrofit Solid Roof**

An innovative tiled roof system for conservatory retrofits, as well as new conservatory style extensions.

### **UltraSky**

Installed on a new build extension, Orangery, or inserted into an existing flat roof, an UltraSky rooflight will help you add the feeling of space and natural light to your home.

### **Pergola**

The Pergola can be used to create a stunning patio area, allowing you to enjoy the outdoors whilst protecting you from the elements. It can also be used as a carport, with beautiful aesthetics to compliment any home.

### **Loggia Conservatories**

Italian styling inside and out, with British innovation, making Loggia a truly revolutionary conservatory.







UltraSky



UltraSky interior



Edwardian



Pergola



Victorian



Lean-to

# Conservatory Gallery



Retrofit Solid Roof



Loggia



RealROOF



LivinRoom



LivinRoof



LivinRoof Interior

# Solid Roof Conservatory

**Our Solid Roof conservatories use an innovative tiled roof system for conservatory retrofits, as well as new conservatory style extensions. A Solid Roof is constructed using highly Insulated Structural Panels, creating a truly warm Solid Roof construction, with no possibility of cold bridging.**

There is no doubt that a significant market opportunity exists for the replacement of old conservatory-style building extensions in the UK today. Gone is the tired and noisy polycarbonate roof that was probably weathered, in need of maintenance and couldn't be utilised all year round. Replaced instead with attractive tiles that give the impression that this room could have been part of the house all along. This installation offers many of the benefits of a conservatory whilst avoiding some of the inconveniences of a full extension project.

## Warmth and comfort

The superior thermal performance of our Solid Roof creates a high quality living space that ensures warmth and comfort, helping to insulate the home, and saving on heating bills.

## 24/7, 365 days a year use

New or replacement building extensions are usable 24/7, 365 days a year, whatever the season, thanks to the high levels of thermal insulation achieved. Warm in the winter and cool in the summer, a Solid Roof gives homeowners a true 'year round room'.

## Speed of installation

Custom-made to exact project requirements and delivered in kit form for on-site assembly, the Solid Roof has been carefully designed to be quick and straightforward to install, meaning less homeowner disruption during the building phase and smaller labour costs for the installer.

## Inside and outside living

A well-built tiled extension is the design solution that can unlock the potential for both inside and outside living, seamlessly linking homes to gardens to make the most of outdoor spaces.

## Value for money

Using proven quality assured roofing components to create a true warm roof construction, our Solid Roof solution is a solid home improvement investment, delivering excellent value for money.



## Modern aesthetics

A contemporary look is guaranteed, transforming the visual impact of an existing traditional-styled glazed roof conservatory.

## Natural daylight

To complement the thermally-efficient and weather-proof Solid Roof, designs can incorporate insulated glazed roof vents to provide natural daylight, as well as ventilation in the summer months.

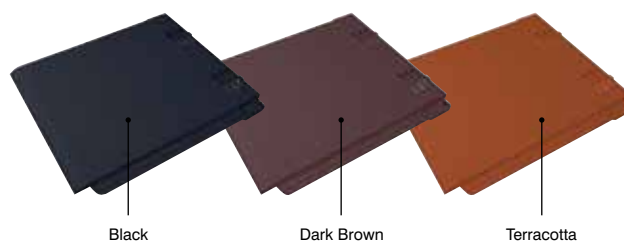
## Beautiful interior designs

Stunning interiors can be created with a Solid Roof, which is plaster-boarded to give a beautiful internal finish with a choice of ridge apex or orangery-style perimeter pelmets, typically incorporating downlights for a modern look.

## Fit and Forget

Strong yet relatively lightweight to minimise dead weight on foundations, our Solid Roof delivers a well-built and thermally-efficient building extension that ensures effective weather performance and rainwater drainage.

## Colour choices



## Key Features

- Recycled polypropylene tiles
- UK manufactured
- Easy to fit
- Easy to clean
- Secure fixing
- 10 year warranty
- BRE tested by GSPC Ltd
- BBA accredited by GSPC Ltd

## Available in:

- Lean-to
- Gable
- Georgian
- Victorian
- P-shape design
- T-shape design



# 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. It can also take up too much of your hard-earned free time with the consistent round of treating and repainting of it.**

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.





# Energy-Efficiency

## Are you living in a green house?

### If not, we can help!

**Old windows, doors and conservatories are responsible for a significant proportion of wasted energy in homes across the UK... but we have the answer!**

#### It's easy to be green...

People today are far more aware of the methods and means of reducing their impact on the environment, when compared to just a few years ago.

This in tandem, with ever increasing energy prices, has led homeowners to make improvements to their properties which benefit the environment. Loft and cavity wall insulation, solar panels and energy-efficient windows and doors, are the main areas of 'green' investment.

When you look at the infra-red images below, it is easy to see why more and more people are choosing to replace timber and even 1st generation PVC-U windows with the more energy-efficient frames that are available today. It's such a simple way to save money and do your bit for the planet too.

#### Our products give you...

##### Smaller energy bills

Replacing all single-glazed windows with A+ rated double glazing could save you £££'s each year on your energy bills.

##### A smaller carbon footprint

By using less fuel, you'll generate less of the carbon dioxide that leads to global warming, typically, 680kg a year.

##### A more comfortable home

Energy-efficient glazing reduces heat loss through windows and means fewer draughts and cold spots.

##### Peace and quiet

As well as keeping the heat in, new energy-efficient windows insulate your home against outside noise.

##### Reduced condensation

Energy-efficient glazing reduces condensation build-up on the inside of windows.

### PLUS they're low, low maintenance

Life is too short to be sanding and painting rotten old timber window frames. With our next generation PVC-U frames, all you need is a quick wipe with a warm soapy cloth. No fuss, no mess. Done!

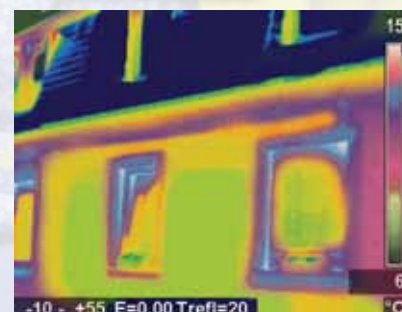
### Nothing but the best energy rated frames...

We have dedicated significant time and money in developing a range of energy-efficient products, all of which are capable of achieving the highest Window Energy Rating (WER) values.

The WER system allows consumers to make fair comparisons (based on energy-efficiency) between different windows, much the same as with white goods such as washing machines and dishwashers.



The warmest areas seen here in red show where heat is being lost from the building.



Red areas have been eliminated after fitting energy efficient windows.

# Your Network VEKA Charter

The difference between a conventional PVC-U company and a Network VEKA member...

## Providing you with total security and peace of mind

**Nearly 20 years after it was founded, Network VEKA, the original glazing industry trade organisation, retains the same high standards that have made it such a success story.**

We can tell you how we earned our great reputation, how we only accept the best companies onto our books, and how they are continuously assessed to ensure those high standards don't slip.

Our goal, though, is to satisfy you, the customer, and we believe the best way to do that is to make it explicitly clear, from the word 'go', what you can expect from your local Network VEKA member - not only during the installation but for the whole of the guarantee period.

That is what this Charter does, and what separates Network VEKA members from other PVC-U window, door and conservatory installers.

## 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 **The VEKA UK Group**.

...your assurance of worldbeating 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?

Visit [www.networkveka.co.uk](http://www.networkveka.co.uk)



Customer Satisfaction is crucial to our organisation, it's what our reputation is built upon.

**Network VEKA** collates feedback from every single customer, to see how good a job its members are doing.

Filling in and returning your customer satisfaction questionnaire not only lets **Network VEKA** know how happy you are, but also activates your Insurance-Backed Guarantee.

**Be honest, our reputation is important to us!**

# HALLMARK WINDOWS



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