

VINCENT'S NEWS

The 'Van-Go' Gallery



"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."

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OWNER'S CORNER THROUGH MY EYES

There are some days that as you get toward the end of you realize are just special. Yesterday was just such a day. I had a fantastic time in a boat on Lake Esnagi in northern Ontario. The water was smooth as glass, the temperature was warm enough for shirtsleeves, and it was bright and sunny. But best of all were all the walleye and northern pike that were caught. This was part of

the annual pilgrimage my brother David and I go on every June. To get back to nature, to get away from work, do some business planning, and to have some "brother-time". It's not as though David and I don't see each other just about every day – especially since we work together. But



Here I am with my brother David Squires (in ballcap) on a perfect day of fishing on Lake Esnagi in northern Ontario – Daniel Squires

Did You Know...

...that portable dehumidifiers are under recall for risk of fire? Search for "dehumidifiers catching fire" on YouTube.

still, we have separate families, separate churches, and separate lives. There is nothing like spending 10 hours in a car together each way, **Continued Page 3**

CONSUMER WARNING: PORTABLE DEHUMIDIFIER RECALL SAFETY CHECK

In recent training provided by Aprilaire, we learned that a great number of recalled and possibly dangerous dehumidifiers are in millions of American homes. They are all foreign made by two specific companies in China: **Gree** and **Midea**. With 6.1 million sold, many in our part of the country, these units are responsible for over 771 fires and 24 million dollars in damages. Your safety, comfort and

well-being are paramount to Vincent's Heating & Plumbing. I have enclosed an informative flyer with comprehensive information that will immediately help you discover if you have a dangerous recalled unit. If you do, please contact us and we can set up a time to come out and get you your dehumidifier recall refund check and remove and properly dispose of the recalled unit. Please note: your dehumidifier can't be put into the trash or left at the

curb for collection because it contains refrigerant chemicals that are environmentally unfriendly. We also offer very high quality, whole-home, professional grade, American made Aprilaire dehumidifiers which use far less electricity, remove significantly larger amounts of humidity, do much larger spaces (like your entire home) and most importantly they are 100% safe for your home and your family. Let us know if we can help you with this issue.

- Daniel Squires

3 REASONS YOU SHOULD CONSIDER A WHOLE-HOME DEHUMIDIFIER

Excess moisture in your home can be obvious. You may smell musty odors, see mold growing or feel clammy. High humidity can also impact health.

1) Allergies and asthma -

Trouble breathing is a common symptom of allergies and the main struggle of those with asthma. Excess humidity in the home creates conditions that are perfect for mold and insects like dust mites. Mold is a common environmental allergen and sends spores throughout the home. Mites are also one of the major indoor triggers for people with allergies and asthma.* Dust mites thrive in conditions where the relative humidity exceeds 50%.** If you have a

chronic lung illness, mold can even infect your lungs.***

- ### 2) Home and furnishing damage -
- High humidity can lead to warping and damage to wood floors and trim. Moisture can also get trapped in carpeting, furniture and drapes. Family heirlooms, like photos, may also be at risk.
- ### 3) Overcooling is a costly (and ineffective) solution -
- Air that has too much humidity in it actually makes you feel warmer. We've all heard the saying, it's not the heat, it's the humidity. That's especially true in summer months when many homeowners make the mistake of overcooling their homes to get rid of high humidity. Not only does this end up using more energy, it is hard to get comfortable because

an air conditioner is only effective as a dehumidifier up to a point.

A whole-home dehumidifier can solve all of these problems. See the enclosed insert for a special offer.

- Daniel Squires

Excess humidity in your home is more than just a nuisance—it's unhealthy.

Sources:

* www.lung.org/our-initiatives/healthy-air/indoor/indoor-air-pollutants/dust-mites.html

** www.ncbi.nlm.nih.gov/pubmed/11149998

*** www.epa.gov/mold
Aprilaire.com

What Our Clients Are Saying...

Prompt reply to service request. The tech was professional, friendly, competent, and efficient. Due to the nature of the issue, he honestly gave us our options without selling us anything we did not need. Superb service! This company has honesty and integrity, two things the consumer needs to receive. VHP will always be our first call with any HVAC issues.

Bob—Fort Gratiot, MI

Through My Eyes (Continued from Page 1)

being in a two-person fishing boat in the Canadian wilderness for four straight days, and then at night sharing the same cabin to renew our fraternal bond.

Growing up, there was just the two of us. Like all brothers we played together and fought together. And though when we both left home it was the best thing for our relationship, we were still each other's best man in our weddings. We both went different directions in college – David to Ferris State for degrees in HVAC and Business Administration and me to Walsh College for a Bachelors in Accounting. Although growing up we had worked for our father, Ray Squires, at VHP, neither of us had any aspirations to work in the business. Yet, when Dad invited us to join him in the plumbing and heating business, David and I had a talk about the opportunity, and we changed our minds and agreed to join him.

The years we spent with Dad in the business were great. Unlike many fathers who have to control everything, Dad gave us a lot of leeway to help grow the business. David developed the field side with his technical knowledge while I focused on the company infrastructure to support the growth – which we quickly did. A big reason why these years were so great

is that we all had a lot of mutual respect and love for each other. In fact, any decisions we made were by consensus between Dad, David and me. We figured that if the idea we had wasn't good enough to persuade the other two, that it was probably not a good idea. That we had such a relationship was in no small part due to our Christian upbringing. To this day, the ideal that we strive to achieve is summarized in the Golden Rule: "Do unto others as you would have them do unto you."

As Vincent's grew, we found that in such a relatively small market – and even smaller since being backed up to the Canadian border and therefore only having 'half of a pie' - that we always needed to be creative in our marketing efforts. The Internet looked like it had a lot of potential to be such a creative marketing channel for us, but back in the late 1990's there weren't any options available for a plumbing, heating, and cooling company. Therefore, in 2000, we put David in charge of developing a company to provide Internet marketing options for plumbing, heating and cooling companies. So Contractor's Online-Access was begun.

Now, 18 years later, and operating under the same roof as Vincent's,

Online-Access has a large customer base serving plumbing, heating, cooling and electrical contractors across the United States and also internationally with customers in Canada, Australia and soon to be in Mexico and Latin America. The synergies between the companies has been good, with Online-Access taking ideas developed in VHP and sharing them with its customers and using VHP as a beta-test site for other marketing ideas. You need only look at our website at www.VHPinc.com and to see our VHP Gives Back program for examples of Online-Access products.

Still, the thing that Dave and I never lose sight of is that our mission today is the same as it was 20 years ago when we saw the need for a company like Online-Access: how can we serve our customers better. And now, taking a page out of Dad's playbook, both David and I have adult children that are involved in Vincent's and Online-Access. And as perfect of a day as a good day of fishing can be, nothing can surpass the sense of satisfaction that we both get knowing that we have children following in our footsteps and sharing the same passion for making sure our customers are satisfied.

– Daniel Squires

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- Maintain Comfort and Eliminate Odors
- Improve Energy Efficiency
- Quiet and Convenient Operation

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World UFO Day (July 2nd)

B C T U F P I H S R E H T O M S F G
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Humor Section



What is Uncle Sam's Favorite Snack?

Fire Crackers!

How Many Ears does Mr. Spock have?

Three: The right ear, the left ear, and the Final Frontier!

What is a vampires favorite fruit?

Neck-tarines!