

# 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**

I heard a story about a man who watched as a butterfly struggled to escape from its cocoon. The struggle was intense and he was concerned that the butterfly would lose strength and fail to emerge. Being kind-hearted, he decided to assist nature and rescue the struggling creature. So he took a tiny pair of scissors and carefully cut the cocoon to help free it. Except that by doing so, the newly freed

butterfly never flew. What this well-meaning person didn't realize is that the struggle is part of the transformation process. When the butterfly is in the cocoon it's wings are full of fluid, and the struggle to emerge from the cocoon forces the fluid out of the wings and into its body where it is



Here I am with one of our recent 'work of art' billboards featuring Van Gogh's "Starry Night"

absorbed. Because the 'rescued' butterfly didn't experience the struggle its wings stayed full of fluid and it was unable to fly. I thought of this story many times as I

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**Did You Know...**

**...that a brand, new VHP Club benefit is being introduced in this month's Through My Eyes feature? Now VHP Club members can help their local adult children keep their HVAC equipment safe and performing well in their own homes! Read it for more details.**

**In Next Month's Vincent's News:**

- J **the 2018 Winter Drawing Results**
- J **Customer Satisfaction Part 2**

**Customer Satisfaction Part 1:  
What You Don't Inspect, Don't Expect**

When you invest in heating and cooling equipment from Vincent's Heating & Plumbing, a different technician will return to perform a quality audit and to 'commission' the new equipment. This is our Satisfaction Assurance Review or SAR. The quality audit is performed by a 'second pair of eyes' to make certain that the installation was done properly and to your satisfaction. In this review the tech verifies that everything was done up to our standards.

Commissioning is a process where the equipment is adjusted and calibrated for proper performance and energy efficiency. To my knowledge, Vincent's is the only local HVAC company that provides such a quality audit. Next month I will get into why this is so important. Here is a sampling of some of the things that we have found on heating and cooling installations (not installed by us). These mistakes either ignore manufacturer installation instructions or go against industry standards. Some

affect performance and energy efficiency. Some put the occupants at risk.  
J 90% furnaces installed with the wrong pitch and  
J 90% furnace vent pipes installed with wrong pitch  
*Both the furnace and the exhaust vent in condensing (>90% efficiency) furnaces need to be pitched to allow the acidic condensate to drain: the vent toward the furnace, and the furnace toward the drain. If the installation instructions are not followed you can expect chronic service problems.*

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## Customer Satisfaction (Continued from Page 1)

) **Scrap flexible chimney liner material used as vent piping** for 80% furnaces. Typically this is found where the furnace has been installed without a permit. Michigan Code requires solid double-wall B-Vent fittings and piping to ensure that flue gasses stay hot which helps the furnace vent and extends furnace life.

) **Furnaces with no chimney liners installed.** Typically this is found where the furnace has been installed without a permit. Michigan Code requires a chimney liner to be installed to protect masonry chimneys from being destroyed by condensation and to prevent the chimney from collapsing.

) **Oversized furnaces.** Bigger is not better. An oversized furnace will use more energy and wear out sooner due to poor airflow from undersized duct work.

) **Oversized air conditioners.** Again, bigger is not better. An oversized A/C will lower the temperature too fast to remove all the humidity from the air. The

result? Cool but clammy air that is uncomfortable, and so to achieve comfort the thermostat is set lower than it needs to be which raises energy usage.

) **Furnace and water heater burners that are misaligned and crooked.** During shipping, furnace burners can get bumped out of alignment. If not corrected a misaligned burner affects performance and can create excessive carbon monoxide.

) **Under and over fired furnaces.** New furnaces out of the box need to be calibrated to the variables specific to that installation. This is accomplished with combustion testing.

) **Overheated equipment.** This dramatically shortens equipment life and is typically due to poor air flow caused by poorly designed duct work.

) **Air Conditioners that are undercharged or overcharged (refrigerant).** An A/C unit comes with with a refrigerant charge. Some never check to make certain it is correct. If it isn't, then cooling

performance and energy efficiency are affected.

) **Furnace gas pressure set incorrectly** causing the furnace to soot up.

) **Vent pipe installed upside down.** Pipes installed wrong can leak acidic condensate and damage the furnace.

) **Heating and cooling equipment installed without a permit.** A visit by a municipal or state inspector is necessary to make certain the contractor installed things according to code requirements. This is for your safety.

) **Antifreeze put in boilers without protecting the domestic water supply.** Not only is protecting the water supply required by the Michigan Plumbing code but not doing so puts the occupants of the building at risk of being poisoned.

The issues listed above are a sampling of the things that we have found on jobs. This is why a quality audit is a 'must'. I'll explain more next month. -Daniel Squires

## What Our Clients Are Saying...

We are pleased having Vincent as our heating, cooling and plumbing contractor. Previously we used a different contractor from St Clair County. We were very disappointed with the service received. When we found Vincent's it's almost like we joined a family. Everyone is always pleasant, friendly and helpful. We can rely on them to take care of us and quickly too. Greg, our service tech today, was as usual above par. It seems like he along with the rest of the Service Tech's are almost fun to have in our home. *John Mastej, Riley, MI*

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**Amana**  
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Vincent's Heating & Plumbing is proud to install Amana equipment, made in the USA.

## Through My Eyes (Continued from Page 1)

raised my children. Like every parent, I want my children to succeed. And it can be hard to watch them as they encounter life's difficulties. My natural reaction is to intervene and help smooth the 'bumps' out. But then I remember the butterfly story and I moderate my response: I try to find a way to lend support without intervening.

I remember one time where my wife Karen and I struggled in this area. Our youngest son, Bryan got what we thought was an unfair detention back when he was in middle school. His crime? Not filling out a schedule of which study halls he would attend for the week. We're talking about an honor-roll kid who never got into trouble. Karen called the assistant principal that had prescribed the punishment to express our opinion in the matter. But the principal was adamant, and so she told him that while we disagreed with him and the policy that we would support the school. Since we live in a world of rules and authorities, we thought it important for our children to learn to respect authority. And so Bryan 'did the time'. This is the same son that today is a medical doctor in his residency at Beaumont, Royal Oak, so I don't think he suffered for the experience. Not that he has any rules that he has to worry about as a doctor, though!

I remember going to college orientation with our oldest son, Brendan, and learning about the phenomenon of 'helicopter parents'. 'Hovering' parents that interfere with every aspect of their child in college

from registering for classes to arguing with professors about how their child's papers are graded - basically doing everything! We didn't realize how pervasive this was until we learned of an acquaintance that drove to her son's college every weekend to do his homework for him! How are these young people going to be ready for the real world? Perhaps Millennials are more deserving of sympathy than scorn for the work ethic and attitudes that they are mocked for - they may not be to blame!

I think the key is to find the right balance. My children are now all young adults living on their own, but the parenting instinct to help doesn't stop all of a sudden. In fact, this is a tricky time because while we want our kids to leave the nest, we want to help make the transition smooth while not '*stunting their growth*' by eliminating the struggle. It's tough for these young adults as they transition to being on their own - especially regarding finances.

And so, as a parent of adult children, I look for ways to strategically help them where I can as they strive to become established. Like gradually weaning them off my cell phone plan rather than letting them experience the full financial brunt of their new found 'freedom' all at once. (I also think it gives me a good reason to expect they will call us!) Or being able to remain on our health insurance until they turn 26 years old. And so I look for the places where I can help the transition without taking over

and '*cutting the cocoon*'.

Recently I was inspired by a VHP Club member that was concerned about her daughter's safety from an old furnace in the new house the daughter was moving into. I came up with a new VHP Club benefit that would let dad and mom help by letting their adult children ride on their 'coattails' so to speak. And so you can add heating and cooling maintenance to the list of things you can help your children with in their financial transition.

As a VHP Club member, your maintenance is included as benefit of membership for a fee that is 25% less than the price of a maintenance call. Now your adult children in the area can get the same 25% discount on a heating or cooling maintenance visit as a benefit of YOUR VHP Club membership. Here's how it works:

Just call or email us and let us know that you want to take advantage of this benefit for your local adult children and let us know who they are, their home address, and email address. We'll put a note about their discount in your customer file tied to your VHP Club membership. Then let them know to reference your VHP Club Member status when they call and they will automatically save 25% on a heating or cooling maintenance visit. You get to help them, but they get to do it. The right balance. And another reason why we say Vincent's Heating & Plumbing has the most reasons to be your best choice!

- Daniel Squires

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## Word Search: Butterflies

I H L I D Y R B Q R M W M R H U L H  
C X M D T Y D E K M E O P A N J I A  
E Y E K C U B A D M N P Y K V A A I  
C A T E R P I L L A R B P G D R T R  
G H K N Y M S W R D D R K I T P W S  
Z D Z O V Y P C W W E M B R K P O T  
X N B O H M H A B D U T I R Q S L R  
D U D C B S T F F D Z M N R V L L E  
X E H O J J O I Y Y G L R I A Y A A  
T N E C S E R C L R A E P W A L W K  
W V I D T C Z C N I E I L O L P S Z  
S N L K J C K P U E N N I R T X H Z

Monarch  
Painted Lady  
Red Admiral  
Swallowtail  
Buckeye  
Pearl Crescent  
Skipper  
Cocoon  
Hairstreak  
Caterpillar

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## Humor Section



A man walks into a reception and sees a beautiful woman sitting at a table by herself. He walks up to her and says.

"Where have you been all my life?"

"Well," she says, "for the first half of it, I wasn't even born!"

**Actor:** I was once in a play called "Breakfast in Bed".

**Stagehand:** Did you have a big role?

**Actor:** No, but I did have toast.

**Pediatrician:** You have a very cute baby!

**New Mom:** Thank you, but I bet you say that to all new parents.

**Pediatrician:** No, honest, just those with cute babies!

**New Mom:** Then what do you say to the others?

**Pediatrician:** "He looks just like you!"