

# 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."*



Andrew from Vincent's Heating & Plumbing is pictured holding the iPad and smartphone that he uses everyday on the job to serve customers.

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**OWNER'S CORNER**

**THROUGH MY EYES**

Technology is changing the way we do business. Our price book is no longer a paper book – it is on an iPad app. Our technicians get the information for their jobs through the Internet, allowing them to view details such as prior service calls and equipment installed. There is even a smartphone 'app' (short for

'application') that allows us to process your credit card right from the job. And if the job is financed, we have recently begun to migrate toward paperless solutions that include credit applications through the phone and email, culminating in getting an 'electronic

signature' on another smart phone app. When our techs are finished  
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**Did You Know...**

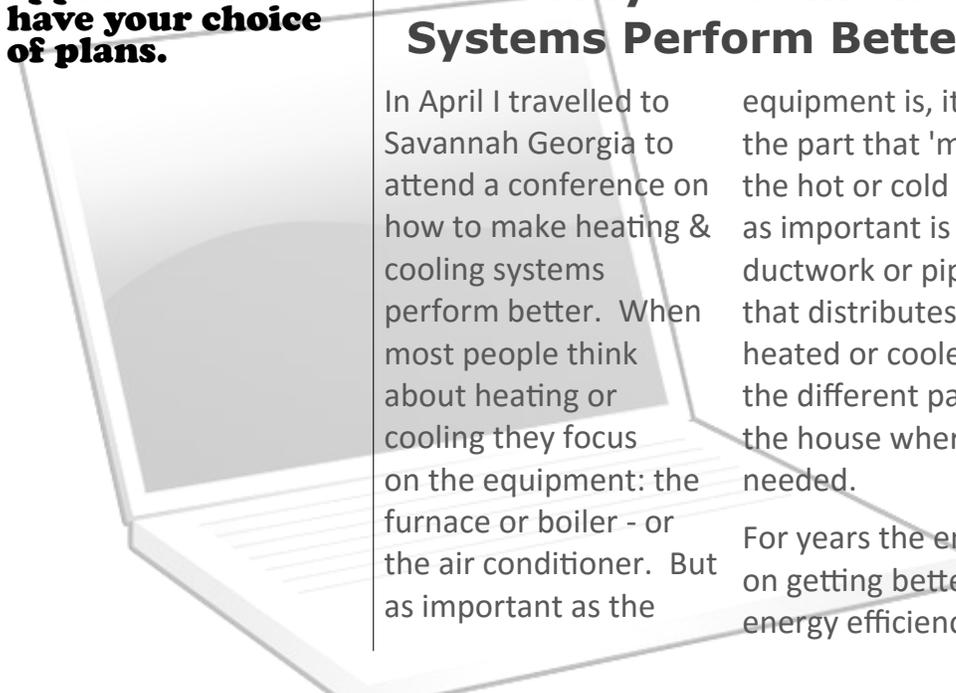
**...that we now have access to 12 months Same As Cash -OR- reduced APR rate financing on your home projects based on credit approval? You have your choice of plans.**

**New Ways to Make Heating and Cooling Systems Perform Better and Save Energy**

In April I travelled to Savannah Georgia to attend a conference on how to make heating & cooling systems perform better. When most people think about heating or cooling they focus on the equipment: the furnace or boiler - or the air conditioner. But as important as the

equipment is, it is only the part that 'makes' the hot or cold air. Just as important is the ductwork or piping that distributes the heated or cooled air to the different parts of the house where it is needed. For years the emphasis on getting better energy efficiency has

been about upgrading the equipment. For furnaces the message has been to upgrade from an 80% AFUE efficient furnace to a 90%+ AFUE efficient furnace. In air conditioning you upgrade by getting a unit with a higher  
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## ...System Performance (Continued from Page 1)

*"...We can know a lot about your system 'health' when we measure your heating and cooling circulatory system 'air flow' and take temperature measurements. ..."*

SEER rating. Very little attention has been paid to the distribution system. But that is changing - and that was the focus of the conference. You will probably be surprised as to learn that the average heating or cooling system in America only delivers about 57% of the heating or cooling made by the equipment. Think about that: if your furnace can make 100,000 BTUs of heat, that means only 57,000 are getting to where they are supposed to go. The other 43,000 BTUs are wasted. The same energy loss takes place on the cooling side.

So where does this extra, wasted energy go? Some of it can be lost because the air in the in the system is slowed down causing the furnace or air conditioner to run longer - thereby wasting energy - until the thermostat is satisfied. These are many things that can cause this. Some of the causes are defective

ductwork design or poor installation practices by the original installing contractor.

You can't control air flow problems that were 'built in' to the system. But in some instances homeowners can cause or add to the problem. For instance, when registers are replaced by decorative ones made of wood or plastic that may look good but restrict air flow. Or when a furnace filter is replaced with one that is advertised as more efficient - but unfortunately this higher efficiency is achieved by reducing air flow. For example electrostatic filters made by well-known manufacturers. The good news is you are breathing cleaner air - the bad news is you are using more energy and can be shortening furnace life! The moral of this story? Be careful of the products that you find for sale for your heating and cooling system - just because it is made and sold does

not mean that it is good for your system.

The good news is that there are things that can be done to improve your system. For your part, avoid restrictive furnace filters and registers. For the areas of your heating and cooling system when you have no control, for our part, we have added additional test procedures that enable our techs to evaluate the 'health' of your entire system. Your doctor can gauge your health by discovering your circulatory system 'blood flow' when you have your blood pressure measured and your temperature taken. We can know a lot about your system 'health' when we measure your heating and cooling circulatory system 'air flow' and take temperature measurements. I will address this again in future issues. - Daniel Squires

## Through My Eyes (Continued from Page 1)

with a job, they pull up an app on their smartphone to report what they did and as they speak, it is automatically transcribed and communicated to the office through the Internet. Some of the information goes to update the accounting, pictures from the job are automatically attached to the job record, and information about parts used goes to Patty, our inventory manager, who can then pull inventory to restock our service vehicles.

All of these new communication channels not only make us more efficient, but they also help us serve you better.

- Having your prior job history available electronically gives our techs a more complete picture of how your

equipment is working and to be able to spot trends that should be looked at.

- Having the parts that were used restocked daily means that we won't be short when we need them again, saving you time and aggravation if you're the next customer who needs that part.

- Processing your credit card on the job means there is less risk of your personal information being stolen because your card information goes right into a secure portal.

- 'Paperless' financing saves you time, and is again more secure in regards to your personal information as details – such as your social security number – are communicated directly to the finance company.

Other ways that

technology is changing our business include how we communicate with you, including email, our website, and even automated VHP Club visit appointment reminders.

One thing that you can rest easy about is the way we protect your personal information: we don't share your personal information with anyone and we don't spam you when you share your email with us – we use it only for job related information. That's the way I would want to be treated and so I make certain you are treated with the same respect. Things have sure changed over the years but one thing hasn't: our commitment to deliver the best service to you that we can. - Daniel Squires

“...All of these new communication channels not only make us more efficient, but they also help us serve you better.”

### Read What Our Clients Are Saying...

Our service technician was so polite and courteous. He was knowledgeable and explained everything in detail. He is an asset to the Vincent Heating & Plumbing team. Thank you!

**Angela—Port Huron**

Vincent's Heating & Plumbing

2650 Oak St.  
Port Huron, MI 48060

Phone: 810-985-7103  
E-mail: sales@vhpinc.com  
Website: www.vhpinc.com

www.vhpinc.com

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# Word Search: Technology

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

Bluetooth  
File  
Laptop  
WiFi  
Computer  
Internet  
Spreadsheet  
Desktop  
iPhone  
Tablet

## Father Humor



**Jake:** What does your father do for a living?

**Matt:** He's a magician. He performs tricks, like sawing people in half.

**Jake:** Do you have any brothers or sisters?

**Matt:** Yep, four half-sisters and a half-brother.

"Dad, are bugs good to eat?" asked the boy. "Let's not talk about such things at the dinner table, son," his father replied. After dinner the father inquired, "Now, son, what did you want to ask me?" "Oh, nothing," the boy said. "There was a bug in your soup, but now it's gone."

source: <http://www.jokes4us.com/holidayjokes/fathersdayjokes.html>