

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

When I planned my trip to Orlando, the 5:30pm flight out of Detroit seemed perfect. I would be able to arrive with enough time to get the rental car and get to the airport by about 8:30 and catch a late supper. Ah, the 'best laid plans of mice and men'...

I got to the airport in good time and when I took the QwikPark shuttle to the terminal at 3:30 it was a normal sunny afternoon. Boarding went smoothly, and I buckled in and waited to take off. As the

jet pulled away from the terminal and turned to taxi to the runway word came from the pilot that a storm system had moved in and they would have to wait until it cleared up before we could take off. And so we sat in the jet somewhere on the tarmac. And sat. And sat. In fact after almost 3-hours of the wind and rain shaking us, they



While in Orlando I heard TV's "Shark Tank" star Kevin Harrington speak on marketing. Here I am chatting with Kevin - he's a nice guy for a shark!

finally said they were going to be able to take-off. So we taxied to the runway and...the wind was 180 degrees in the wrong direction to takeoff ...a tailwind. No problem, I thought, we'll just *(Continued on page 3)*

Did you know...

...that every VHP tech is a certified Carbon Monoxide & Combustion Analyst? This additional expertise benefits you when it comes to making certain your furnace is performing safely and efficiently and that it will last a long time!

How We Get More Heat From Your Furnace AND Save Energy

Have you ever heard of the practice of adjusting a gas furnace by the color of the flame? That's how I was taught when I started working on furnaces back in the late 1970's. The instructions were to adjust the air shutters until the flame

was a nice blue flame. Adjusting a furnace by the 'flame-color' is actually a common industry practice to this day. Except that it is not very accurate and is no guarantee of performance or efficiency.

Far better is to measure the furnace exhaust gas to analyze how much oxygen and carbon monoxide is in the flue products. Armed with this information a technician who *Continued Page 2*

Continued From Page 1:

How We Get More Heat From Your Furnace AND Save Energy



"If you're a VHP Club member we automatically perform this advanced procedure on your furnace or boiler every year as part of your annual heating maintenance visit."

has also been trained as a Combustion Analyst can truly improve furnace performance and efficiency.

Here is a simple example: too much air in the furnace combustion dilutes the heated gasses and will cool the furnace output. This means the air the furnace delivers is not as hot as it should be. And it also means the furnace has to run longer - and use more gas! - to

heat your house. Only by measuring the furnace exhaust for the percentage of oxygen vs. carbon monoxide can this be corrected to give you better heating performance and energy efficiency.

This is what a Combustion Optimization & Safety Inspection from Vincent's Heating & Plumbing accomplishes vs. a 'furnace tuneup' or a 'fall clean and check' that every other company offers. Every VHP tech has this specialized training and is a certified Carbon Monoxide and Combustion Analyst. Less than 2% of all heating technicians have earned

this distinction and locally only VHP techs provide this advantage. If you're a VHP Club member we automatically perform this advanced procedure on your furnace or boiler every year as part of your annual heating maintenance visit. If you're not a VHP Club member a "Combustion Optimization & Safety Inspection" is the best way to make certain your furnace is safe and performing well. I know that's a mouthful so just ask for a COSI ('cozy') to make certain you are safe, warm and 'cozy' in your home in the winter cold!

A LETTER FROM A VINCENT'S CLIENT

Excellent service from the initial phone contact at 8am through completion of the job at 2pm the same day. Knowledgeable and courteous staff. Especially impressed by the statement related to technician behaviors on the back of your invoice. Keep up the good work. Thank you.

A.R, Port Huron

THROUGH MY EYES (CONT' D FROM PAGE1)

taxi to the other end of the runway and turnaround, right? Wrong. It turns out that the pilots had ran out of time to be able to fly...they had started really early in the day and that by the time they had turned the jet around and flown to Orlando they would have exceeded their FAA allotted time limit and so they had to return us to the terminal for replacement pilots.

Except no pilots were to be found and I sat in the terminal with the other passengers as they kept pushing our departure time back until we finally took off at 1:30am. By the time i got to my hotel it was 5:30am. As frustrating as this was, I know from running a service business that sometimes events are just out of your control and so I took the inconvenience with the thought that had I

drove I would still only be half-way to Orlando. Unfortunately, this was not to be the end of my troubles that trip. The time in Orlando was fine...but it was Deja vu at the airport. Again everything went smooth until we had pulled away from the terminal and then...the pilot came on the intercom and said that a light on the tail was not working properly and they would have to have the mechanics look at it. So we returned to the terminal but they said that we should remain in our seats as we should be able to get things straightened out shortly. 3 loooonnngg hours later we finally did take off.

Now, it was frustration X 2. Was I happy? No. But would I ever want them to try to fly in plane that was not 100%? No way. And so as unbelieving as I was that

both ends of my flight could be delayed as they were, I tried to be as appreciative as I could to the flight attendants and other personnel who were trying to do their jobs and keep me safe even though doing so was inconvenient to my plans.

The same thing applies for Vincent's Heating & Plumbing: I know that as hard as we work there are just sometimes when things don't go as well as planned. And when they do, we call customers to let them know when we're delayed...especially in a business where the previous job does not always end when it is expected to. And so, I know I am always grateful when you...as a client...are understanding. This Orlando trip has given me great empathy. So thank you.

"...And so, I know I am always grateful when you...as a client...are understanding."

Thank You For Your Referrals

As the owner of Vincent's Heating & Plumbing, I am truly grateful and honored by all the kind things said about us and the number of enthusiastic referrals that we receive. Thank you!

Vincent's Heating & Plumbing

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Carbon Monoxide Alarm Knowledge Quiz

Answers on the back of the insert.

Circle T for True or F for False

- T F 1) The best place to put a CO Monitor is by the furnace.
- T F 2) A 120v plug-in model CO Alarm is better than a battery only model.
- T F 3) The best way to test a CO Alarm is to press the test button.
- T F 4) A CO Alarm should be replaced in 2 to 5 years.
- T F 5) Having a CO Alarm is the most important thing you can do to protect yourself from a furnace producing carbon monoxide.
- T F 6) Children, the elderly, and pets can be harmed by carbon monoxide before a CO Alarm that satisfies the requirements of UL 2034 - the standard CO Alarms are tested with.
- T F 7) You are safer from carbon monoxide sleeping in a public garage than you are in your bed protected by a UL 2034 CO Alarm.
- T F 8) The best protection for everyone is a CO Alarm that monitors all levels of carbon monoxide.

Humor Section



Two antennas met on a roof, fell in love and got married. The Ceremony wasn't much, but the reception was excellent.

An invisible man marries an invisible woman. The kids were nothing to look at either.

Police arrested two kids yesterday, one was drinking battery acid, the other was eating fireworks. They charged one - and let the other one off.

Quotable:

"Don't judge each day by the harvest you reap but by the seeds that you plant."

Robert Louis Stevenson