

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

65 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

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Did you know...

...we are open six days a week, Monday through Saturday? We have clerical staff in the office to answer your calls plus service techs available to help you with plumbing, heating, and cooling repairs.

THROUGH MY EYES

Businesses can evolve over time, and Vincent's Heating & Plumbing is no exception. In the beginning – back in 1959 – Vincent's began as Vincent's Plumbing & Heating. In 1986 we reordered our name and became Vincent's Heating & Plumbing. The heating side of the business was growing so much faster than the plumbing side that we felt that our name should reflect what was happening.

This all took place around the time that my brother David Squires and I joined our father, Ray Squires, to help

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



Here is a recent photo of our plumbing team: From left to right: Brandon, Dominic, Marvin, Rickie & Sean.



Continued Page 3

Don't Neglect Your Water Heater – Part 2

On the **MI Dept of Health & Human Services** website, faulty water heaters are one of the leading causes of carbon monoxide poisoning in Michigan, along with faulty furnaces. While it's too easy to take it for granted, ignoring a gas water heater exposes families to dangers that could be easily avoided with an annual maintenance and safety inspection.

Much of the blame for CO poisoning from water heaters has to do with the exhaust vent. This is typically a metal connector pipe from the top of the water heater

to a chimney or a PVC pipe to the outside on a power vent model. A simple visual inspection can reveal potential dangers:

- **Has the metal vent become disconnected or fallen apart?** This allows carbon monoxide and other exhaust products to leak into the air you breathe.
- **Has the PVC vent pipe become discolored?**

This means that the PVC has deteriorated from excessive heat. It may break and leak CO. It should be replaced.

Continued Page 2

Water Heater... (Continued from Pg.1)

- **Is the chimney blocked?**

If there's nowhere for the exhaust to exit, it will leak into the house. With a chimney inspection we have discovered:

- *Aluminum chimney liners that have rotted away or collapsed.*



- *Chimneys plugged with soot or blocked with fallen bricks.*
- *Chimneys plugged with squirrel nests.*

Other Water Heater Venting Problems To Check

Less obvious are venting problems caused by a lack of draft. **'Draft' is the negative pressure that 'draws' the exhaust products up and out of the house.** While not a factor on 'power-vent' water heaters that use a blower to push the exhaust outside, standard water heaters attached to chimneys need a draft. Without a draft, exhaust products can dump out of the

vent into the home. We use our draft gauge to verify the chimney is 'drafting'.

Negative pressure inside the chimney is good, but negative pressure in a house without adequate ventilation is bad and very dangerous - especially concerning gas water heaters. Let me explain:

When a bathroom or kitchen exhaust fan is running it creates positive pressure blowing outside and leaves negative pressure inside the house. The air that was exhausted from inside the house needs to be replaced so the pressures inside and outside equalize. So where does this 'makeup air' come from?

Unless your home has adequate ventilation, a water heater's exhaust vent and chimney can end up as the source of 'makeup air'! Instead of the vent letting exhaust out of the house, the direction of the airflow is reversed, and air is sucked in through the vent. This is

dangerous because your water heater exhaust - and any carbon monoxide - is 'dumped' into your house.

Construction standards didn't address this problem until 2012, when it became mandatory that houses be built with mechanical ventilation which provides a safer, alternative path for air to enter a house. So, unless your house was built after 2012, or ventilation has been added, this is a potential area of risk.

The above water heater venting concerns are an example of the safety concerns that our plumbers look after for you on an annual Plumbing & Water Heater Service visit.

For more details and a special promotion, see the nearby insert. This is an easy way for you to make certain that your water heater gets the attention that is rightly due such a potentially dangerous appliance.

- Daniel Squires



What Our Clients Are Saying...

"Andy went above and beyond my expectations! Vincent Heating and Plumbing always responds quickly, efficiently and delivers quality service over the many years we've needed them."

- Kathy Tuttle, Kimball

Through My Eyes (Continued from Pg.1)

him grow Vincent's. (This was shared here last month.) Originally, Vincent's mainly did hydronic heating – boilers. Hot water and steam heat are a natural complement for a plumbing company – and this was our strong suit. And while I remember that we serviced forced air furnaces then, we rarely installed them. But there was a large demand for forced air heating and cooling that provided an opportunity for us to grow.

When David came back from Ferris State University with his HVAC degree, he was able to add the 'air' side to the business. We not only added forced air heat to our product mix, but we also added air conditioning. And together, these were the catalysts for the growth that led to the reordering of our name. It's not that we de-emphasized plumbing – that department didn't grow as the heating (HVAC) department had.

And with the growth on the HVAC side, we were able to add complementary products and services like air duct cleaning, ductwork sealing, and indoor air quality products (IAQ) such as germicidal UV air purifiers. **These products allow us to help you create a healthier environment in your home.**

Eventually, plumbing made a resurgence in our business, but that has only happened over the last decade. And as we've increased the size of our

plumbing staff it's allowed us to increase the plumbing services and products that we offer to meet our client's needs.

Plumbing services we make available today include sewer clearing, sewer pipe patching, reverse osmosis drinking water systems, water softeners, iron filters, U.V. water purifiers and other water treatment products to complement the traditional plumbing repair services we've provided.

With more HVAC technicians and plumbers available due to our growth, we can serve you better when you need us. A larger technical staff gives us more options to squeeze you into the schedule when you have an emergency. It's also why we can offer **regular Saturday service hours** - and extended service hours for evenings, weekends and holidays for clients with our **Enhanced Service Plan.**

And while a smaller company could try to provide these enhancements to their customers, a smaller staff would be spread too thin and would 'burn out'. So besides giving you more service options, being able to spread it between more techs is better for our employees. We provide a better working environment when our techs can balance their work life with their home life.

In my book it's a 'win-win' to provide more value for you and our other clients and take care of our team!

- Daniel Squires

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Vincent's Heating & Plumbing, Inc.

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Past issues are available in PDF format online in the Van Go Gallery at:

[VHPinc.com/gallery](http://www.vhpinc.com/gallery)

After the July 2023 issue, the PDF format also has the Word Search solution

Word Search - Car Models

D E R V R A Z Y S C Y R M O B Q Q G D N
A R M T Y M E W H R O Q C R Q E X K Q O
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Humor Section



I got a job at a paperless office. Everything was great until I needed to use the bathroom.

Our computers went down at work today, so we had to do everything manually. It took me 20 minutes to shuffle the cards for Solitaire.

Now that's good news!

"And my God will meet all your needs according to the riches of his glory in Christ Jesus."

Philippians 4:19

6 Reasons Why You Shouldn't Neglect Your Heating & Cooling System

Your furnace & AC system are marvelous pieces of engineering, but just like your car, it needs regular maintenance to ensure it is safe, performing well, and will give you years of service. That's why in your equipment owner's manual it urges you to have it professionally serviced every year.

Here are 6 potential consequences when your HVAC equipment is neglected:

- 1) **Loss of system performance.** A system that gets dirty and plugs up won't perform well. A dirty system will have to work harder to keep you comfortable. This results in higher gas and electric bills. And while you may not notice the diminished performance in mild weather, it may not be able to keep you comfortable in extreme heat and extreme cold temperatures. System cleaning is an important part of yearly maintenance.
- 2) **More frequent equipment breakdowns and repair costs.** Continuing from reason one, when a system works harder it puts more stress on the parts. This will cause premature failure of the parts in your system. Manufacturer's warranties exclude failures due to a lack of maintenance. *Hint: keep service records of yearly maintenance to protect your manufacturer's equipment warranty. We keep this record for clients with our Enhanced Service Plan—see reverse side.*
- 3) **Years of equipment life can be lost.** The life of the furnace heat exchanger or the AC compressor will be shortened due to the stress and excess heat when your equipment has to work harder. Typically, this results in early equipment replacement.
- 4) **Equipment failures can result in lost work hours and inconvenience.** How much is your time worth to pay for service calls that may have been avoided with regular maintenance?
- 5) **When equipment fails in extreme weather, it can be dangerous, and your home can be put at risk.** Every winter we face dangerous, below zero temperatures. This puts even more stress on equipment that can cause it to fail. This can lead to property damage and compromise your personal safety.
- 6) **Neglected equipment can be unsafe.** Your furnace uses an explosive gas to create a fire to make heat, and as a byproduct creates deadly carbon monoxide gas. What could possibly go wrong? - a lot of things that need to be checked yearly to avoid putting you and your family in danger!



Before this AC condenser was serviced it was putting stress on the system and had decreased performance. The difference system maintenance makes is amazing!

**How Do You End Heating & Cooling System Neglect?
Turn Over for the Easy Solution**



VincentsHeatingPlumbing.com (810) 985-7103

...continued from front side.

How To Avoid The Consequences Of Heating & Cooling System Neglect

It's easy. Get a maintenance agreement that provides annual service. This will make certain your system gets the attention that it needs like clockwork. You won't have to worry about anything. You can put taking care of your system on auto-pilot because we keep track of when your equipment needs service, automatically schedule it, and then notify you when a tech can come to perform the annual service.

Our Enhanced Service Plan (ESP) does that and more. In addition to taking care of the scheduling and providing annual maintenance. ESP clients also enjoy these benefits:

- **Priority Service**: ESP clients get preferential treatment - typically **same-day service** - even in sub-zero, freezing temperatures or in extreme heat when demand for service is high.
- **Peace of Mind Protection for Your Family & Home**: Having annual safety and maintenance visits performed by a professional will keep you and your family safe plus head-off potential problems that in time might put your family at risk.
- **Save Money**: Regular maintenance can save energy and thereby lower your utility bills. Also, as a ESP Client you get discounts on repairs and maintenance items (like filters), reduced emergency service charges, and even an annual \$50 cashier's certificate toward an eventual replacement. Your Enhanced Service Plan fees can be less than that of a repair.
- **Longer Equipment Life**: Regular maintenance helps your system work less hard, thereby avoiding the factors that add extra stress and shorten the life of your HVAC equipment.

"Michael from VHP has done the maintenance on my AC for years. I am sure this is why my AC has lasted and is in its 19th year. The VHP Club is a great value." - *Sally Smith, St Clair*

Don't Wait - Start Giving Your HVAC Equipment the Care it Needs Today!

Call and set up an visit to have your HVAC equipment or water heater serviced - only \$199.20 each*.

- OR -

Save Money: Upgrade to VHP's Enhanced Service Plan
and pay only \$149.80 each - a \$50 Savings each!

No Long-Term Contracts - You May Cancel At Any Time!

CALL TO GET STARTED TODAY - ASK FOR THE 'ESP BUNDLE'

CALL (810) 985-7103 Office Hours 7am-6pm Monday-Friday, 8am-2pm Saturday

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Replacing your central AC with an **Amana S-Series heat pump** provides greater comfort and cuts your heating and cooling bill. And now you can take advantage of federal tax credits and DTE & SEMCO energy efficiency rebates to save even more.

To take advantage of this offer call us at 810-985-7103 and ask for VHP's AMANA HEAT PUMP PROMOTION. We'll send a technician who will provide a free evaluation of your current HVAC system. He'll also advise you on how to configure your new HVAC system to maximize the tax credits and rebates available and the package options available for you.

And to make a great opportunity even better, affordable low APR financing is available - based upon your credit score.

Heating & Air Conditioning **Amana**[®]



S-SERIES

Side Discharge Central Heat Pump or AC

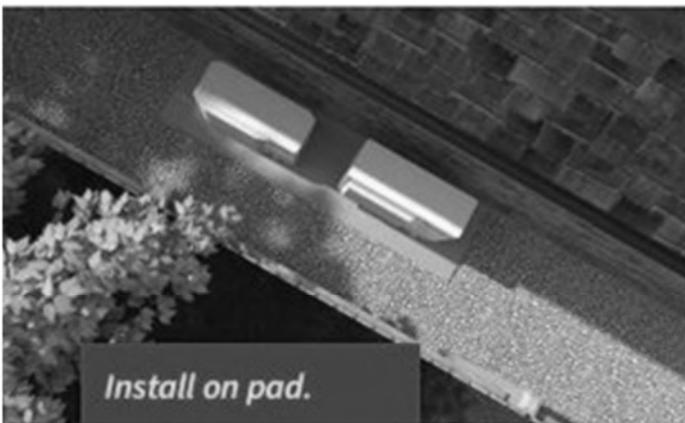
- S**LIM
- S**MART
- S**OUND
- S**AVINGS

The Amana S-Series has a space-saving small profile that is less than 1/3 the size of a standard outside condenser.

The Amana smart thermostat lets you control your unit with all of your smart devices - including voice control.

Say goodbye to a noisy outdoor unit, you'll enjoy peace and quiet inside and out with the Amana S-Series.

The inverter technology increases energy efficiency by up to 30% or more to help lower your electric bill.



See reverse side for a special promotion. →

Word Search Solution May 2024

D	E	R	V	R	A	Z	Y	S	G	Y	R	M	O	B	Q	Q	G	D	N
A	R	M	T	Y	M	E	W	H	R	O	Q	C	R	Q	E	X	K	Q	O
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