

# VINCENT'S '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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### Did you know that Vincent's Heating & Plumbing...

- Has the only technicians that are certified Carbon Monoxide and Safety Analysts in St. Clair County?
- Has regular Saturday service hours?
- Has office staff 7 a.m. to 6 p.m. on weekdays and 8 a.m. to 2 p.m. on Saturday?

## OWNER'S CORNER

### THROUGH MY EYES

– Daniel Squires

I love fall. The colors. Warm days and cool nights. Change. Even without the change of season there has been a lot of changes in my life. My youngest child, my daughter Alanna, graduated this past spring and is now taking classes at St Clair County Community College.

I also had the privilege of working pretty closely with my son Bryan this past summer. For the last 3 summers he had worked as a lifeguard at Sanborn Pool during his summer college



My family attending my youngest daughter's high school graduation.

breaks. This summer he wanted a change. Fortunately for him, I had some special accounting software projects I needed done, and so I hired him.

This past Friday was his last

day. It's back to Oakland for his senior year. It was a poignant moment. As he got ready to leave, I shook his hand and told him what a pleasure it had

*(Continued on Page 2)*

## THREE THINGS YOU NEED TO KNOW ABOUT CARBON MONOXIDE MONITORS

Carbon Monoxide is the #1 cause of poisonings in the U.S. Yet less than 5% of all CO Poisonings are reported! A CO detector can be one of the best ways to detect CO in your home. However, many homeowners who use CO detectors will still be exposed to low

levels of CO without knowing due to improper use and bad equipment. To stay better protected in your home, here are 3 easy tips on how to properly use CO detectors.

**#1 Keep it in the Bedroom.** Common wisdom is to keep

the detector by the furnace or in the kitchen. These are okay for a second unit but will not protect you when you need it most. The best place to locate a CO monitor is in the bedroom 5-feet above the floor. The weather is coldest at night *(continued on Page 3)*

## WHERE DID "VINCENT'S" COME FROM?

VHP was founded by Vincent Unte in 1959 when he was 76 years old. Previously he had other plumbing businesses in Detroit. Vince (as he was known) was once a prominent contractor in Detroit but his business was wiped out by

the Great Depression. Vince started another plumbing business later, but after his wife died he sold it and moved to Port Huron and founded Vincent's Plumbing & Heating (The name was changed to Vincent's Heating & Plumbing, Inc. in 1986).

man and since he was looking to retire, he told this man that he would groom him to take over the business once he got his Master Plumbing license. The young man was my father, Ray Squires, and he agreed. Ray took over Vincent's in 1971.



VHP at it's current location.

His employee expectations were high and he had trouble retaining helpers. However, there was one hardworking young man that came to work for him in late 1965 that could satisfy Vince's high standards. Vince liked this young

Vince was 89 years old when he left. But he had trouble slowing down and opened another one-man-shop which he operated out of his home until his death a few years later. Vincent Unte was a truly memorable man and his name is still remembered in Vincent's Heating & Plumbing.

*"And as I did I reflected on all the times my dad had told me the same thing."*

## THROUGH MY EYES (CONT'D FROM PAGE 1)

been to work with him.

And as I did I reflected on all the times my dad had told me the same thing. After getting my accounting degree, I went back to the business and

enjoyed working with my

dad, Ray Squires, until he retired in 2002, already 10 years ago. My how time flies. Will Bryan make the same choice? Probably not. He has a pretty defined

plan set before him that

sets him on a different path. But at least I had the chance to enjoy him this summer. A season of life. Just like summer to fall. Let's savor the moment.

## COMING SOON: HIGH TECH APPOINTMENT REMINDERS

Over the next few months, we will be upgrading how we communicate with you. E-Mail: For setting up an agreement maintenance visit you can receive your appointment reminder by email. Currently, we ask you to call us by phone to confirm

your appointment. Contacting you by email will allow you to respond by clicking a link in the email to either confirm or reschedule. Automated Reminder Phone Calls: we will give you a quick reminder phone call late in the afternoon the day before



your appointment. (Continued on Other Side)

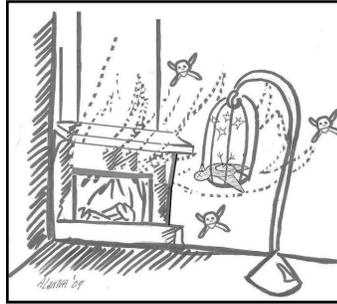
## CO MONITORS (...CONTINUED FROM PAGE 1)

and in the early morning when you are sleeping. This is when the furnace is working the most and therefore most likely to produce carbon monoxide. It is important to keep the detector near you at night when you are most at risk. The detector should be 5-feet above the floor because carbon monoxide is lighter than air.

**#2 Change the detector.** The life expectancy for a CO monitor is 2 to 5 years depending on the quality of the unit. The sensor in the detector uses an electro-chemical reaction to detect CO and the chemical will wear out over time. It is

even possible to purchase a CO detector that will never sense carbon monoxide if it has sat on the shelf too long.

**#3 Don't trust the test button.** Pressing the test button may tell you if the battery is good or that the alarm is working, but it will not tell you if the monitor can detect carbon monoxide. To see if the CO monitor can detect carbon monoxide you need to expose it to carbon monoxide. Carbon Monoxide certified contractors such as VHP test the CO detectors in your home during checkups. If you wish to test yourself, you can purchase canned CO.



The most important thing is to own a CO detector that gives you peace of mind. Make sure to follow the steps above for the best protection. If you are looking to buy a new CO monitor, make sure to talk to an expert before you make the purchase.

## A LETTER FROM A VINCENT'S CLIENT

Every time I deal with someone from your company I intend to write and let you know what a positive experience I have, but unfortunately I have not followed up on that intent. Last week we had a problem with a gas connection to our dryer so I called and set up an appointment to have one of your staff come out. At the same time, I decided to have our furnace checked out for the upcoming

winter. As usual, your staff handled the whole experience in a professional manner right from the staff that took the initial call, setting the appointment, to the call itself. The serviceman was polite, informative, knowledgeable and provided prompt service. I know it takes time and costs money to train your staff to provide this type of service and I want to make sure that I

take the time to tell you that I appreciate the professionalism and courteousness of your staff and I am sure most of your other customers do too. Thank you for providing such outstanding service. I never have a second thought when recommending your company to friends or relatives.

Sincerely,

T.R, Fort Gratiot

*The serviceman was polite, informative, knowledgeable and provided prompt service.*

## COMING SOON: HIGH TECH APPOINTMENT REMINDERS (CONTINUED)

If you forgot the appointment and need to re-schedule you can press a single key to be connected to the office. Text message reminders: we can send you a brief reminder message to your smart phone in the morning.

To register your email

and cell number open your web browser and type the following exactly: email.vhpinc.com (Please note: you cannot find this page from www.VHPinc.com - type it in exactly as described.) Press Enter and it will open a special page for you to register

your information.

Once you are registered you will receive a certificate for a FREE standard filter to use on your next maintenance visit or \$5 off a high efficiency filter.

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*The Most Reasons to be Your Best Choice*

## HEATING HUMOR

Why did the school get rid of the furnace?

*It was caught smoking in the bathroom.*

# Furnace Word Search

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

Filter

Maintenance

Furnace

Natural Gas

Geothermal

Pilot

Heat exchanger

Thermostat

Heating

Vincents

## MY MOST REQUESTED SALSA RECIPE

This is one of my favorite salsa recipe's. And with football season here, I want to share it with you to enjoy with your friends and family. I bring it to every occasion and it is always a favorite. It has the right level of spice for everyone to enjoy.

14.5 oz diced tomatoes

½ C diced onion

Fresh cilantro  
(chopped)

3 TBS canned jalapeños  
(chopped)

Lime juice (to taste)

1 tsp salt

¼ tsp cumin

*Directions:*

Mix together and stir until even.

