

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...

...did you know that there is just as much potential risk from a water heater as from a furnace or boiler?

Learn why it shouldn't be neglected in our nearby new series.

THROUGH MY EYES

Last month I began looking back at the early days of Vincent's Heating & Plumbing as we observe our 65th anniversary. I had begun working part-time as a young lad for my dad shortly after he took over Vincent's in 1971. So, I've had a front row seat for everything that has happened for the last 53 of those 65 years. I started sweeping floors and putting parts away after school and I was a helper during summer break.

The first summer I worked for him Dad paid me \$20 a week as a helper. Among other things, this included hand digging 4-foot-deep holes and trenches to replace water services from the street to the house. Fortunately, I was a big and strong kid. At the end of the summer, I calculated that I had earned \$.67 cents an hour for all my

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



Here is a recent photo of Dave Frazier (who was my Dad's first hire in 1971) with our long-time dispatcher, Nancy Schindler (since 1983). Dave who was service manager for decades is retired but still helps out when we get busy and he's available. You can still hear Nancy's cheerful voice when she let's you know a tech is on the way.

Don't Neglect Your Water Heater – Part 1

Water heaters are taken for granted, but they shouldn't be. In certain situations, a water heater can pose serious health and safety risks in a home. And while water heaters are designed to produce hot water safely, it's important to be aware of the risks and to take the necessary steps to minimize safety concerns. To begin this series we begin with...

The T&P Relief Valve.

The risk: a water heater is a 'pressure vessel'. When water is heated, it expands. In a closed vessel - like your water heater - the water pressure will increase inside

the tank. If the pressure gets high enough, a water heater can explode. To prevent this from happening, all water heaters are equipped with a temperature & pressure relief valve ("T&P Relief Valve") or just 'relief valve'. This is a safety device (valve) that opens to relieve excess water pressure to prevent the water heater from becoming a bomb and causing catastrophic damage and injury should the pressure get too great. (**Google 'water heater explosions'.**)

The relief valve is easy to identify. It is located on the heater on either the top or side of the water heater. It will also have an open-ended

Continued Page 2

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

discharge pipe attached to it that terminates within a few inches off the floor. Should the valve ever need to open to relieve the pressure it will be dangerous scalding hot water and steam that escapes. **The purpose of the discharge pipe is to direct the water and steam to the floor to prevent burning anyone nearby should it relieve.** Another identifying mark is a lever laying sideways on the top and center of the relief valve.

What to check: Over time, a relief valve can corrode shut and not be able to open. **The most important thing to check is testing it to make certain the valve opens freely.** To do that, lift the lever from its normal sideways position to a straight up position to open the valve. While you may sense a little resistance because it is held in place by a spring, it should move freely and allow some water to escape. Allow the water to flow for a few seconds until clear of sediment particles. Then push the lever back to the sideways position to reclose it. The spring should take over and reseat the valve. You can expect water to drip from the discharge pipe for

a few minutes as the residual water in the pipe drains. If it continues to discharge a steady stream of water – or if the residual drips don't stop after a few minutes, sediment may be preventing the valve from reseating. Repeat the test procedure described above to flush the sediment from the valve. If this doesn't work, replace the valve.

What If The Relief Valve Doesn't Open Or Water Doesn't Flow From It?

If the valve is stuck or doesn't open it must be replaced. You should also be very grateful to have discovered this because without a working relief valve your water heater was a potential bomb. All it would have taken to trigger it was for the water temperature to have gotten hot enough to increase the pressure to a dangerous level. *(Did you Google 'water heater explosions' yet? You'll see I'm not exaggerating.)*

There is also a second thing to check on a relief valve. There is a temperature probe inside the tank. Sediment in

the water – yes, even in 'city' water – can build up on the probe and prevent it from accurately sensing the water temperature and make it non-



This photo compares a new T&P Valve (above) with one with sediment buildup insulating the temperature probe.

functional. The solution is to replace the relief valve. Doing this inspection is more involved than the earlier test. This is because the water to the tank must be shut off, the water heater drained down, the discharge tube disconnected, and the relief valve unscrewed to check the temperature probe for sediment buildup.

If this seems more complicated than you want to tackle, **you will be happy to know that both the above test and the temperature probe inspection are included in our annual Plumbing & Water Heater Service visit.** Check the nearby insert for more information.

– Daniel Squires

What Our Clients Are Saying...

“As usual, we found Rob, our service tech, to be knowledgeable and nice. He explained everything very clearly so we could understand what he was doing & why. He gave us a very professional, well-done job! Thank you.”

Lynne Cornell, Kimball

Through My Eyes (Continued from Pg. 1)

hard work. I told him I didn't mind the work, but that we needed to renegotiate the terms. :)

I continued this through high school and earning an Associate of Business degree from St Clair County Community College. Wanting a break from school but needing a job, I continued working for Dad, but as a plumbing apprentice. Three years later, I passed the exam to earn my Michigan Plumbing Journeyman license. Also newly married, I decided to go back to college toward my next step in life. There I earned a B.S. in accounting from Walsh College at night while continuing to work full-time during the day.

My younger brother, David, had a similar path of working in the business for Dad, but while I was at Walsh, he was at Ferris State College. There he earned degrees in HVACR and business administration. As we both finished our degrees, we were exploring career paths that would take us in different directions. But Dad had a different idea.

Even though Vincent's had developed an excellent reputation under my father's leadership, at that time - over a dozen years later, it hadn't grown much beyond the small mom & pop business that Dad had taken over. This limited how well we could serve our customers. As I detailed last month, growing a business requires putting processes and systems into place, and Dad couldn't do that and run the business at the same time. He realized that he needed help, and as we finished our degrees, he offered David and me a stake in VHP to join him and help it grow.

After prayer and consideration, we took the challenge, and began to put processes and systems into place to grow Vincent's Heating & Plumbing. We worked well together because we channeled our efforts into different areas. David, with his HVACR degree, focused on the field side



Here, David (right) and I are proudly displaying our Best Residential HVAC Company & Best Plumbing Company plaques. We've won in 2021, 2022, 2023 - and hopefully we will learn soon if we kept the streak going in 2024!

of operations while I, with my accounting degree, focused on building the internal systems to support the growth. And the growth was rapid. After 3 years the business had grown to a 'healthy' size and Dad was justified in his investment in David and me. And we continue to grow.

For us, growing Vincent's Heating & Plumbing has always been about being able to deliver the best customer experience possible and creating a good, stable working environment for our employees. And to do so, you need the resources that only come with growth of the business.

For you and our other customers, dealing with a business that is 'healthy' - and of a healthy size - is important. Businesses that are unhealthy have high employee turnover - they can't keep good people because they can't provide the stability and the benefits needed to do so - especially in today's labor market. An 'unhealthy business' doesn't have the resources to consistently keep their promises or stand behind their guarantees. Plus, an unhealthy business will in all likelihood not be around very long.

That we are now in our 65th year speaks to the stability and health of Vincent's Heating & Plumbing. And that should give you a high level of confidence in choosing Vincent's Heating & Plumbing, that we're going to be here when you need us. We're not going anywhere.

- Daniel Squires

Heating & Air Conditioning
Amana[®]
LASTS AND LASTS AND LASTS.®

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

Word Search - More TV Westerns

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

VHPinc.com/gallery

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

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Mea Culpa - Last months word search was missing 2 listed words: TheLoneRanger & TheRangeRider. I apologize for any frustration and thank you to those who pointed out this oversight..- Daniel Squires

www.vhpinc.com

Humor Section



My new colleagues are so much fun, they write names on all the food.

Yesterday, I ate a yogurt named 'Susan'.

How cute is that?

The Most Reasons to be Your Best Choice

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If you know someone who would like to receive this newsletter, email their information to news@vhpinc.com or give us a call.

UNSUBSCRIBE

If you would like your name to be removed from our newsletter mailing list please email "stop" to news@vhpinc.com or give us a call.

Now that's good news!



ARE YOU SURE YOUR WATER HEATER IS SAFE?

The Top 4 Hidden Water Heater Risks Are:

- Tank ‘Ruptures’ Due to Failed Temperature & Pressure Relief Valves
- Carbon Monoxide Poisoning Due to Water Heater Venting Problems
- Scalding Due to Water Heater Temperatures That Are Too Hot
- The Potential for Legionella Growth from Temperatures Set Too Low

Next to your home’s heating system, your water heater poses the greatest potential lethal threat to you and your family’s safety in your home - yet it is typically ignored. Watts Regulator Co., a leading manufacturer of T&P Relief valves has been sounding the alarm on the importance of water heater safety for over 70 years. Vincent’s **Plumbing & Water Heater Service** incorporates Watts’s safety guidelines. Vincent’s Heating & Plumbing has made water heater safety and maintenance the centerpiece of it’s **Plumbing & Water Heater Service** visit.

Here is a listing of the various safety & maintenance tasks we’ll take care of for you:

ALL WATER HEATERS:

- Per WATTS T & P relief valve inspection guidelines:

- Perform T & P valve annual safety check to prevent explosions.
- Verify T & P valve installed correctly and for safe discharge.
- Verify T & P valve is rated correctly for the tank.
- Remove T & P valve and visually inspect for corrosion and accumulation of sediment deposits to make sure it will work.

ATMOSPHERIC & POWER VENT GAS WATER HEATERS ONLY:

- Flush sediment from tank to reduce health risks & prolong tank life (*flushed until water is clear.*)
- Perform visual inspection of anode rod, dip tube and tank interior for signs of wear.
- Exhaust vent safety check to prevent CO leaking into house.
- Perform flame safety check to prevent gas explosions.
- Clean air intake grill to ensure proper & safe performance.
- Perform safety inspection of all gas fittings to it for leaks.

TANKLESS GAS WATER HEATERS ONLY:

- Perform annual descaling flush.
- Perform safety inspection of all gas fittings to it for leaks.

ELECTRIC WATER HEATER ONLY:

- Flush sediment from tank to reduce health risks & prolong tank life (*flushed until water is clear*)
- Perform visual inspection of elements, anode rod, dip tube and tank interior for signs of wear.
- Remove access panels.
- Visually inspect all electrical connections.
- Visually inspect for signs of copper embrittlement.

PLUMBING INSPECTION

- Check all water line shut offs and emergency stops to verify they will function when needed.
- Identify location of main shutoff and make certain that it works.
- Examine drain lines & water lines for signs of leaking and concerns. (*1-1/2 hours is allotted for visit not including travel time*)

Includes **Annual Descaling Flush** for Tankless Water Heaters
& **Visual Inspection of Tank Interior** For Tank-Type Water Heaters

BE ONE OF THE FIRST 30 TO RESPOND & TAKE ADVANTAGE OF THIS OFFER AND...

GET A FREE SEWER VIDEO INSPECTION*
When You Try Our Plumbing & Home Safety Service
Water Heater Maintenance Program

Visit must be scheduled by 5/30/2024 NOT COMBINABLE WITH OTHER OFFERS

* See Video Inspection conditions at the bottom of the page on the reverse side.

...continued on reverse side....

In addition to the extensive water heater safety and maintenance procedures, the plumbing technician will also inspect your home's plumbing system to make certain that all your plumbing fixtures, water lines and drain lines are in good order and that there are no problems developing.

- ***Were you aware that cast iron drains that were installed in homes built before the 70's are wearing out and starting to crack and leak as they reach the end of their useful life?***

This is the sort of potential problem that our plumbing technician can 'head off at the pass' so you can be aware of potential issues that are developing before they become major problems. Then there are the plumbing emergencies that come out of nowhere—would you be ready for one?

- ***Do you know where your main water shut-off is? - and - if you do know where it is - does it work?!?***

In addition to the plumbing inspection, we'll show you where the main water shut-off to your house is AND we'll test it to make certain that it will actually work when you need it. And for good measure we'll test ALL of your water line shut-offs and emergency stops to make certain that they will work.

- ***With a Plumbing & Water Heater Service visit you can KNOW:***

- √ ...that your water heater failsafe (the T&P Valve) that keeps it from becoming a bomb is working.
- √ ...that the gas to your water heater will shut off rather than dump gas in your home if it doesn't work.
- √ ...that your water heater isn't dumping poisonous exhaust gasses into your home.
- √ ...that there are no faulty electrical shorts or signs of burning on your water heater.
- √ ...that your water heater has gotten the required annual maintenance it needs.
- √ ...that your gas lines to the water heater aren't leaking.
- √ ...that a plumbing professional has looked over your home's plumbing.
- √ ...that you will be ready for a plumbing emergency

There are two ways you can have this peace of mind service:

- ***GOOD:*** Invest in a Plumbing & Water Heater Service visit - only \$199.20
Your total cost for all the above benefits is only \$70 more than our normal \$129 service charge! Or save \$50 with...
- ***BEST:*** Make a Plumbing & Water Heater Service an annual visit & save 25%!
You can add this to your VHP Club membership and receive an annual Plumbing & Water Heater Service visit for only an extra \$12.45 per month - \$149.40 per year - to your current club membership fees- save 25% (\$50) starting today!

Call (810) 985-7103 to Schedule a Plumbing & Water Heater Service Visit

Ask for the 'Water Heater / Sewer Video Inspection' Package

Monday - Friday 7 a.m. until 6 p.m. Saturday 8 a.m. until 2 p.m.

Sewer Video Inspection Conditions:

- This is a scheduled maintenance visit, not a service call, so the inspection is for a functioning sewer - not backed up.
- There must be an accessible cleanout
- This is an inspection only - there is an extra charge for any clearing of roots or any other debris or items.
- The inspection is limited to 70 feet.

The free sewer video inspection is limited to the first 30 who respond and schedule a visit from this offer.

In case you missed it, here is another money-saving opportunity featured on a recent billboard...

STOP BREATHING UNHEALTHY, DIRTY AIR IN YOUR HOME!

SAVE 10% OFF
Air Duct Cleaning
Packages



VHP Vincents Heating Plumbing.com



It's amazing the amount of filth that we find in air ducts. Check out our gallery of before and after photos from air ducts that **we** have cleaned at www.VHPinc.com/DuctCleaning. **WARNING:** the before pictures may be disturbing - especially when you consider that the customers in these homes had been breathing air that had been contaminated as it passed over the filth inside these air ducts - in some cases for years! Breathing dirty air can cause serious health problems for both the short and long-term.

In the photo, our duct cleaning specialist, Rob, is about to insert our **Roto-Brush Duct Cleaning** vacuum hose & brush into an air duct register opening. The brush scrubs the inside surface of an air duct as the vacuum immediately sucks it up the dirt and debris. He also uses a video monitor to keep track of the progress and to make certain that he thoroughly cleans the air ducts. We recommend having your air ducts cleaned every 3-5 years. Your air ducts should be checked on your annual furnace maintenance visit.

To take advantage of **10% Savings** call us at **810-985-7103** and ask for the **10% Air Duct Cleaning Savings**. We'll send Rob out to evaluate your system and show you the packages to choose from. From now until **May 3** you can save 10% off your package.

WHY YOU DON'T WANT ANY DIRT ON YOUR FURNACE BLOWER WHEEL

A dirty furnace blower wheel is an important factor in how well your HVAC system heats and cools your home. If dirt or grease build up on the blades of your furnace blower wheel, it slows down how fast the wheel rotates and decreases the amount of air it moves. This makes your blower motor work harder,



This reduced air flow decreases system performance. As little as 1/10 of an inch of dust on your blower blades can have a dramatic impact on system performance, efficiency, and longevity.

Here's the impact of a dirty furnace blower wheel:

- **EFFICIENCY** – Expect higher utility bills with a dirty blower wheel. *Reduced air flow means your system must work longer and harder to satisfy your thermostat.*
- **PERFORMANCE** – Expect your home to be less comfortable with a dirty blower.
 - Reduced air flow decreases your HVAC equipment's heating & cooling capacity.
 - Your system won't keep up as well in extreme cold or extreme heat.
 - This also diminishes your air conditioner's ability to lower the humidity in the air.
- **LONGEVITY** – Expect more repairs and shortened equipment life.
 - With reduced air flow your furnace blower motor will overheat from using more electricity and eventually burn out.
 - With reduced air flow your furnace heat exchanger is put under more stress that leads to cracks from overheating. This shortens the life of your furnace.

THE SOLUTION: DON'T NEGLECT YOUR FURNACE & AIR CONDITIONING SYSTEM!

- 1) Change your furnace filter frequently!
- 2) Keep your system operating safely and performing well with annual maintenance.
- 3) **Put 'Step 2' on auto-pilot by joining the Enhanced Service Plan!**

With the Enhanced Service Plan your system will get the attention it needs like clockwork - you won't have to worry about anything. We keep track of when maintenance is due, automatically schedule it, and notify you when a tech can is coming. In addition to automatic scheduling and annual maintenance, you will also enjoy priority service, discounted pricing and peace of mind!

Call VincentHeatingPlumbing.com (810) 985-7103

Word Search Solution – April 2024

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