

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."

INSIDE THIS ISSUE:

<i>Through My Eyes</i>	1
<i>Did You Know</i>	1
<i>Special Report Part 3</i>	1
<i>Letter from A Client</i>	2
<i>Word Search</i>	4
<i>Guess the Tech</i>	4

OWNER'S CORNER

THROUGH MY EYES

It wasn't 2 minutes after I had parked my car on the street that I turned around to see that my car had been hit. The neighbor across the street had backed out of her driveway without looking and smashed into my car. She only caught me with the rear corner of her car as she had made a long, sweeping turn in reverse, but it didn't take much to damage the sheet metal door panel.

I couldn't believe it. I had

only stopped to check on something and would only be out of the car for 3 minutes tops, but that was enough time. I was just in the wrong place at the wrong time. It was snowy out and she was so upset that I was sorer for her than I was for the damage to my car. Accidents happen, but bad weather seems to cause more problems.



All dressed up and "snow"-where to go. The plow filled my parking spot with a snow mound.

I know that was the case for a lot of people at the beginning of January, just after the first 'polar vortex,' with all of the snow and extended freezing

(Continued on next page)

Did you know...

...unless you have a low-level Carbon Monoxide Alarm—like the NSI 3000 that we offer—that the typical CO Alarm has to sense 70 PPM of Carbon Monoxide for up to 4 hours before it sounds—double the 35 PPM maximum that EPA considers safe for only 1 hour of exposure?



SPECIAL REPORT Part 3:

About Those Pesky, 'Too Easy To Forget' Home Maintenance Projects

(To read Part 1 & 2— visit the 'Van Go' Gallery' at www.VHPinc.com, November 2013 newsletter)

Do you find that it's so easy to put off household maintenance tasks

that they never get done?

...Like fixing that irritating, leaky faucet or drain before it runs up your water bill or causes damage?

...Or how about cleaning the lint clogging your clothes dryer - and making it take forever to get anything dry - before it *(continued page 3)*

THROUGH MY EYES (CONT'D FROM PAGE 1)

“I was surprised to hear the number of people who called and said they couldn't reach the heating company they normally use and were happy we answered.”

cold weather. I can't remember going through a colder stretch of weather than that. And, unfortunately, such cold puts a lot of wear and tear on furnaces, causing them to breakdown and to freeze water lines that have never frozen before.

We responded to help people with our crews working straight through to the early hours of the morning, for several days straight, until the weather turned. This kind of cold is dangerous and we did our best to respond. (I also want to thank the clients who graciously let us reschedule their maintenance visits so we could attend to those emergency situations!) I am fortunate to have such hard-working office staff and dedicated techs that put the

safety and comfort of our clients above their families and put off sleeping until we covered everyone we could. I was surprised to hear the number of people who called and said they couldn't reach the heating company they normally use and were happy we answered. I feel an obligation to be available to our clients when they need us, and especially so to our loyal VHP Club members to whom we promise priority service.

Priority service usually means that we adjust our schedule to fit a VHP Club member in to provide same-day service. But in the context of this deadly freezing weather, it takes on a greater importance – especially with frozen and

split pipes and a furnace that quits in record cold temperatures.

Fortunately for the 'orphaned' customers, whose regular company didn't answer, we were able to work some of them into the schedule, after taking care of our priority service customers.

And whether you are a new client that discovered Vincent's Heating & Plumbing during a recent emergency, whether you have let your VHP Club membership lapse, or you have never subscribed for whatever reason, you may want to put some serious thought to the enclosed special offer. This way, you can be on the priority service list the next time you have an emergency.

A LETTER FROM A VINCENT'S CLIENT

Dear Mr. Squires,

I would like to say, at the outset, that writing this type of letter is a first for me. My reason is

that I am so pleased with your company's installation of my new boiler system and boiler-mate that I wanted to let you know.

Having the Vincent's team of installers at my home was a real pleasure. They were, to a person, friendly, polite, and
(Continued Next Page)

SPECIAL REPORT

(... CONTINUED FROM PAGE 1)

causes a fire?

Why not hand-off your 'honey-do' list to a licensed, bonded professional to take care of in a money-saving maintenance package? This way, things will be done like they should, and on a regular basis. Go ahead and perform the tasks you can do and leave those you don't have the expertise - or the time - to the professionals you trust. Especially the Home Safety related tasks that you may not have the right tools for the job.

Vincent's Plumbing & Home Safety

Inspection is a unique maintenance visit in that it is completely customizable by you: you get to pick and choose what things you want done. We'll provide you a worksheet with a list of recommended optional plumbing & home safety tasks. This serves as both a reminder and a starting point, but your Plumbing & Home Safety Inspection visit is totally up to you. You get to mix-and-match plumbing & home safety tasks any way you want. (See the Customizable Plumbing & Home Safety Inspection



worksheet attached separately).

The Plumbing & Home Safety Inspection includes travel time to -and-from your house and 1-1/2 hours of labor. It can only be scheduled during the months of February through May. It can be purchased individually as a one-time, stand-alone visit or as an annual feature of the VHP Club maintenance program.

"...I am so pleased with your company's installation of my new boiler system and boiler-mate..."

CLIENT LETTER CONTINUED...

truly responsive and concerned with my many questions.

In retrospect, the whole experience was great from the salesman to the liner

crew and everybody in between without exception.

I certainly will tell my friends and neighbors who they should turn to when they have the same

kind of heating problem, how satisfied we are, and how glad we are that we selected Vincent's.

E.M., Avoca

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Valentine 's Word Search

R	E	N	N	I	D	T	I	L	E	L	D	N	A	C	Flowers
Y	S	F	N	E	M	F	O	W	V	J	C	O	H	H	Chocolate
T	R	K	P	D	U	V	W	A	W	P	U	Y	A	O	Valentine
S	E	L	L	Q	E	V	L	M	O	F	P	V	Q	C	Sweethearts
S	W	E	E	T	H	E	A	R	T	S	I	V	H	O	Teddy Bear
B	O	C	S	Q	N	E	S	X	T	V	D	C	B	L	Love
K	L	V	A	T	R	A	E	B	Y	D	D	E	T	A	Candy
J	F	S	I	N	L	A	R	O	M	A	N	C	E	T	Romance
D	T	N	T	Z	D	Q	D	B	A	E	Y	S	E	E	Candlelit Dinner
N	E	N	B	U	X	Y	F	W	Y	X	Y	X	P	Y	Cupid

Answer to Guess the Tech!

www.vhpinc.com

The Most Reasons to be Your Best Choice

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It's Michael! Michael was a Boy Scout and eventually earned the rank of Eagle Scout. Michael later went on to become an officer in the Coast Guard before he became a part of the Vincent's family.