

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

I don't like complaints. But I am glad to get them. This is because if we drop the ball I want the opportunity to fix the issue and to make things right. This is far better than not knowing that someone was disappointed by us and never hearing from them again.

In fact, this is why we prominently state on our

service invoices:

"We want you to be 100% Satisfied! If at any time during your repair warranty period you are unhappy for any reason please let us know. If it's not right we'll redo the repair for free! We're not satisfied until you are!"

In addition, the service invoice also provides a



Marvin installing a Comfort Guard monitoring system onto a furnace.

Client Feedback Hotline phone number for you to leave your comments 24/7/365.

Do I want every

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Did you know...

...that SEMCO ENERGY Gas Company customers can participate in a Pilot Program to have a ComfortGuard monitoring system installed on their gas furnace at no upfront cost? See the nearby 'smart home' article and the enclosed flyer for more details.

'Smart Home' Product Helps You Guard Your Comfort and Your Home—Part 1

Innovations that promise to enhance and improve how we live are coming quickly. If you are not familiar with the term the 'Internet of Things' and 'Connected Home' you will be. Whether it is your thermostat, your lighting, your door locks, your shades, your ceiling fans, your home entertainment system,

your home security system, etc., manufacturers are rushing to making these products to be able to connect with a smart, automated home. This month we will focus on one such innovation that monitors your furnace and air conditioning system: ComfortGuard by Emerson.

www.MyComfortGuard.com

The purpose of ComfortGuard is to predict, prevent, and protect issues with your furnace and air conditioning equipment. With key temperature sensors located in the system ductwork

Continued Page 2

Comfort Guard (Cont'd from Pg. 1)

and on the air conditioner, and electrical sensors on both the furnace and air conditioner electrical components, ComfortGuard sends all the data it gathers every time your furnace runs to a DataHub that analyzes your system to make certain it is operating correctly. ComfortGuard is connected by Wi-Fi to the Internet. If the data indicates that something is outside of what is expected, the information is forwarded for further analysis by a heating and cooling expert. If there is something wrong, you get an alert that your equipment has an issue and Vincent's Heating & Plumbing gets a more detailed alert. Such timely alerts provide many benefits:

System breakdowns: If your furnace or A/C stops working it may take hours for you to realize that you are uncomfortable and discover that you have a problem with your furnace or air conditioner. This is compounded if no one is home all day and you learn of a no-heat or no-cool situation upon your return – typically requiring an emergency service

call in extreme weather. And the consequences can be even worse if your equipment fails while you are absent for an extended period and you end up with frozen plumbing or other property damage.

With ComfortGuard you have an early warning system. When your furnace or A/C stops working it sends you an alert that can help you avoid the above situations. You may even be able to get service before you start feeling uncomfortable! This may save you the extra cost of an after-hours emergency service call by knowing there is a problem and having it taken care of sooner.

We also get the alerts, which provides an extra layer of security for you because if we don't hear from you, we will give you a call. ComfortGuard also works nicely with our Valet Service. When you register for this free service, you give us permission to work in your house in your absence and provide us a key that we keep securely on file. This is a real benefit to people who are

absent for extended periods or who cannot take off time from work when they need service. When you have the Valet Service and ComfortGuard you may learn of a problem and have it fixed before you get home!

System Performance:

ComfortGuard will also send an alert if it senses a change in system performance. While not a substitute for annual maintenance - ComfortGuard cannot clean your equipment, or perform the tests needed to make sure your equipment is safe - it can identify issues that can increase your energy usage between visits. And when it detects such a performance issue, you get an alert that lets you correct it now instead of having to wait until your next maintenance visit. Because ComfortGuard constantly monitors and analyzes your system performance it is a good addition to your HVAC maintenance program. We'll look at more smart home products in future issues.

- Daniel Squires



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

Through My Eyes (Continued from Page 1)

experience to be perfect? Absolutely. We put a lot into making every call a satisfactory experience, from hiring the right people, to making sure that our people are trained, and keeping our trucks stocked with the parts you might need, to how we communicate with you, etc. But I know we're human and to be human is to make mistakes. Our guarantees acknowledge that fact – but more importantly let you know that we stand behind what we do and we'll make the corrections needed.

For me, the real measure of a person – or in this case, a company – is how mistakes are handled.

As the Internet has become so much a part of life, some people now use online reviews to voice their dissatisfaction. It is baffling to me to first learn of a customer complaint by seeing it posted in the form of a bad online review. To start out by leaving a bad online review before trying to get an issue resolved is

counterproductive to getting a favorable resolution: you can't get a good resolution to an issue if you don't expect one.

As a businessman, I start out from the perspective that all businesses want to know if they make a mistake so they can try to correct it and turn an unhappy customer into a happy one – even if the business isn't as upfront with its policies as we are with our satisfaction guarantee.

Therefore, if I have an issue and I need to contact the company, when I call them, it is with the expectation that my complaint will be resolved.

Between the old saying "You can catch more flies with honey than with vinegar" and Jesus' admonition to "let him who is without sin (or who is without mistakes) cast the first stone" - when I make a call about something I am not satisfied with, I don't get all riled up and yell. I assume they will do the right thing and so I give them the benefit of the

doubt and the opportunity to make things right. Getting mad only makes it harder to get to a positive resolution because it adds so much negative energy to the situation (... and raises your blood pressure!)

Fortunately for Vincent's Heating & Plumbing, the majority of the feedback that we receive is compliments and positive reviews – and I love to hear how we have satisfied you. But as I began this article, as much as I dislike complaints, I am glad to get them.

As Solomon wisely observed in Proverbs, 'the wounds of a friend are better than the kisses of an enemy'. Friends will let you know when you have messed up. And I am grateful for you and all of our other friends at Vincent's Heating & Plumbing. –

Daniel Squires

What Our Clients Are Saying...

I had a new furnace and central air system installed. The work was done quickly and efficiently. I was very satisfied with the workmanship.

Thomas — Fort Gratiot

Vincent's Heating & Plumbing

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Word Search: National Astronomy Day (Sept. 30)

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

Eclipse
Planet
Asteroid
Comet
Space Shuttle
Galileo
Solar System
Milky Way
Rings of Saturn
Nebula
Galaxy
North Star
Big Dipper
Orion

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Your Best Choice*

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Humor Section



I'm reading a book about anti-gravity.. it's impossible to put down!

Q: How does one astronaut on the moon tell another astronaut that he is sorry?

A: He Apollo-gises.

Q: Did you hear about the bones they found on the moon?

A: It seems like the cow didn't make it after all.

The density of Saturn is so low that the whole planet would float on the water in your bath? However, you wouldn't want to try this experiment at home as it would leave a massive ring around the tub.

<http://www.astronomytrek.com/astronomy-jokes-and-humour/>