

# VINCENT'S NEWS

The 'Van-Go' Gallery



*OWNER'S CORNER*

**63 Years of Excellence!**



**Best Residential HVAC Company**  
**Best Plumbing Company**

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**Did you know...**

... all of the back issues for Vincent's News are available to review or for download on our website?

You can find them at:  
[VHPinc.com/gallery](http://VHPinc.com/gallery)

## THROUGH MY EYES

This morning, as with every weekday morning that I work, my alarm woke me at 6 AM and I began my routine. In my routine, typically, within about 7 minutes I am in the kitchen, listening to a news podcast while making a pot of decaf coffee. I make enough to drink a large cup before I head to work at approximately 7:30 and take a thermal cup filled to sip during the morning.

After starting the coffee brewing, I make breakfast for myself, usually a two-egg omelet or some version of an egg breakfast. I have the luxury of eating eggs everyday because my cholesterol is low. While the breakfast is cooking, I will

*Continued Page 3*

## Four Techs Give Their Best Advice About A/C

I went to four of our HVAC techs separately for their best advice to give to you and our other customers for this month's article. I asked each of them about AC service issues that seemed to be a recurring trend or answers to common questions to share in this column. I was surprised. First, at how quickly each man responded and, second, how without coordinating their answers that each of them

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



In the photo are the four VHP techs that provided their best advice for A/C in the article below. From left to right: Brendan, Michael, Andrew & Nathan.

focused on AC problems that are due to neglect. All four techs agreed that common problems could be avoided with regular maintenance.

Brendan described how he recently attempted to revive an AC unit that was filthy and wasn't working. The combination of cottonwood and other debris on the outside of the AC condenser was so dense that he likened removing it to ripping old

*Continued Page 2*

## Four Techs AC Advice... (Continued from Pg.1)

wallpaper off in sheets. The final verdict was that the compressor had died due to lack of airflow. Without airflow, the condenser motor and the compressor work harder and draw more amperage.

Brendan described how eventually the excess amps had melted the leads to the compressor. The overall damage from neglect and overheating was so great that the air conditioner had to be replaced. Sadly, it was only 6 years old.

Andrew described the common misconception some customers hold about new equipment. Many believe that when equipment is new it doesn't need maintenance because it has an equipment warranty. He cautions people with this misguided notion to understand that annual maintenance is required in the owner's manual and that warranties explicitly state that maintenance related issues are not covered. Andrew compares this to expecting a

car warranty to cover an engine that seized due to being driven without oil because the oil level was never checked or the oil changed – simple car maintenance.

**AC units that receive regular attention have fewer repairs and last longer.**

The importance of cleaning the AC condenser that Brendan raised was also a common point of concern for Andrew and Michael. Andrew said it's just not enough to spray it off with water and think it's clean. If not done correctly, it can make the problem worse by driving the debris deeper into the fins. Michael echoed this and added that proper cleaning may require disassembling the outer shell including the top with the condenser fan - tasks better left to techs.

Michael also noted that

AC units that receive regular attention have fewer repairs and last longer. Nathan agreed and added that more attention should be paid to replacing furnace filters. Plugged filters restrict system airflow which can diminish and even stop your AC from cooling. Even worse is a plugged evaporator coil above the furnace caused by letting an air conditioner run without a furnace filter. This also reduces airflow and is a bigger job to fix.

The final concern raised was to make certain that the AC condensation line is not clogged – a standard maintenance procedure. Andrew pointed out that an air conditioner can remove gallons of water every day as humid air is cooled and that making certain it has somewhere to go is critical to avoid water damage. The best advice about your air conditioner from all four techs was unanimous: keep it maintained.

– Daniel Squires

**A** Heating & Air Conditioning  
**Amana**<sup>®</sup>  
**LASTS AND LASTS AND LASTS.®**

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

## Through My Eyes (Continued from Pg. 1)

start making my lunch, typically a wrap that I finish putting together after eating breakfast.

Next, I shower and dress, and right around 7 o'clock Karen joins me for our time of morning Bible devotions and prayer to start the day. Then it's off to work, today with writing the August Vincent's News on my agenda, which I start early in the month. It must be ready to send to the printer by mid-month to ensure it can be printed and mailed by the end of the month.

For me, life works better when I establish routines or habits: I'm more disciplined and accomplish more.

These are some of my routines. For me, life works better when I establish routines or habits: I'm more disciplined and accomplish more. It's where I don't have routines that things in my life seem more haphazard and things that I intend to do can 'fall through the cracks' as I get busy and forget.

Sometimes I get help with my routines - like with remembering dentist appointments. Without the reminders my dentist office gives

me when the next visit is due, I would forget it, and I'd be surprised if my teeth would get the attention that they need.

My best strategy to make certain something gets done regularly is to set up a routine. And it's a powerful strategy.

At Vincent's Heating & Plumbing, many clients have harnessed this same power of routine with our maintenance program - the VHP Club and now the replacement Enhanced Service Plan. At least with teeth, they can be seen every time a person looks in the mirror, but with an HVAC system, the old saying 'out of sight, out of mind' was never truer.

By setting up a service plan, you not only get discounts, priority service, and even extended service hours availability, but making certain your equipment gets the annual check-ups needed is on autopilot.

To learn more about our Enhanced Service Plan and how you can set up a routine for servicing your equipment see the enclosed insert.

- Daniel Squires



## What Our Clients Are Saying...

"The VHP technicians were friendly, courteous and highly skilled. They answered many questions and kept us informed throughout the installation. We appreciated their flexibility and willingness to do the little things that mattered most to us. The finished product will keep our home comfortable for years to come. Thank you VHP for a job well done...we would highly recommend you to anybody in need of HVAC services!!" - *Cathee & Kevin Miles, Port Huron*

## Dog Breeds

E	N	Z	C	Z	D	G	C	H	I	H	U	A	H	U	A	C	E	M	V	R	S	Beagle
X	F	A	S	H	O	N	P	S	D	R	C	L	I	C	W	O	N	Z	L	E	O	Bloodhound
D	H	X	I	D	O	I	U	N	H	H	V	V	A	G	K	C	A	Z	Q	X	B	Boxer
U	W	U	L	N	T	W	U	O	Y	I	N	G	G	T	X	K	D	O	I	O	Z	Bulldog
P	D	L	S	B	A	O	C	U	H	E	H	Q	G	M	F	A	T	I	A	B	M	Chihuahua
F	U	Q	U	K	H	R	O	H	G	D	D	T	P	H	N	P	A	N	B	L	K	ChowChow
B	J	L	Q	Y	Y	W	E	P	O	T	O	N	Z	Y	A	O	E	E	L	V	P	Cockapoo
T	L	H	E	O	V	X	X	M	M	W	Y	O	A	U	N	O	R	L	L	K	E	Collie
I	Q	R	U	S	E	I	F	G	O	W	K	C	L	I	V	K	G	D	R	E	K	Dachshund
C	G	R	E	T	N	I	O	P	J	P	O	G	L	B	T	V	O	O	D	L	I	Dalmatian
E	L	G	A	E	B	O	D	B	B	L	U	W	Z	D	Y	A	Q	O	S	E	N	GreatDane
T	H	D	P	R	U	R	H	V	L	P	V	X	M	R	K	C	M	P	J	H	G	Greyhound
H	A	V	A	N	E	S	E	I	D	N	U	H	S	H	C	A	D	L	B	A	E	Havanese
L	Y	Y	H	N	Y	J	E	U	O	I	T	C	C	U	T	S	W	E	A	C	S	Husky
O	E	T	Q	J	E	T	B	S	H	Y	S	U	C	S	E	N	H	D	J	D	E	Pekingese
I	Q	W	R	O	T	T	W	E	I	L	E	R	Y	J	J	S	K	B	E	G		PitBull
																						Pointer
																						Pomeranian
																						Poodle
																						Pug
																						Rottweiler
																						ShihTzu

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

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

*The Most Reasons to be Your Best Choice*

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## Humor Section



As the ship readies for the pirate ship to attack the anxious crew looks to their captain for orders. He calls out in a calm voice, "Bring me my red shirt!" Wearing the red shirt, the captain leads a ferocious fight against the boarding pirates and defeats them.

A few days later, the lookout screams, "Two pirate ships!" The fearful crew again look to their captain who shouts, "Bring me my red shirt!" The fight is hard and long but the captain and his men eventually prevail.

After the battle, the first mate asks, "Captain, why do you call for your red shirt before battle?" The captain replies, "I do it in case I am stabbed so the crew won't see the blood on my shirt and lose heart."

The next morning the lookout screams, "Ten pirate ships! We are surrounded!" The crew goes silent. They all look to their brave captain, waiting for his usual command. Calm as ever, the captain bellows .... "Bring me my brown pants!"

**- Vincent's News Exclusive Promotion -**

# Purchase VHP's Enhanced Service Plan & Save \$50 Off a Service or Maintenance Call, or Replacement!

***For the next 12 months as a VHP Enhanced Service Plan client you'll get:***

<b><i>EXCLUSIVE ACCESS TO EXTENDED SERVICE HOURS</i></b>	Year-round access to Extended Service Hours (daily until 10 pm) for emergencies - not available to the general public.
<b><i>PRIORITY SERVICE</i></b>	Priority access to service during normal working hours - same day or no later than next business day guaranteed.
<b><i>ANNUAL CHECK UP</i></b>	In 12 months we'll return for a 'wellness visit' to make certain your equipment is operating safely and delivering maximum performance. <b><u><i>The annual check up is a \$199.20 value if purchased separately!</i></u></b>
<b><i>'NO NEGLECT' CHECK UP VISIT REMINDERS</i></b>	VHP takes responsibility for setting up your annual check up when its due so you don't have to!
<b><u><i>DISCOUNT SAVINGS</i></u></b>	Save 10% off repair tasks for covered equipment.
	Save 10% off consumable maintenance items like filters, etc.
	Big savings for your eventual replacement of your furnace, boiler, or A/C with our \$50 annual contribution to your ESP Replacement Bank
<b><i>PEACE OF MIND</i></b>	You'll rest easier knowing that the most important system to keep your family safe and comfortable is getting the attention it requires.
<b><i>AS LOW AS 37¢ PER DAY</i></b>	All of the above for a budget friendly \$12.45 per month for each option or unit covered. ( <i>\$11.40 each with 3 or more options!</i> )
<b><i>RISK FREE - NO LONG TERM COMMITMENT</i></b>	There's no contract - you can cancel anytime!

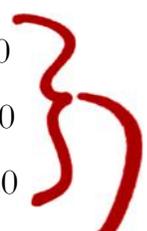
**SERVICE ACCESS, ANNUAL CHECK UPS  
& \$50 OFF THE PRICE OF A CALL!**

WHEN YOU UPGRADE TO THE  
ENHANCED SERVICE PLAN  
 YOU GET ALL THE BENEFITS  
 INCLUDING THE ANNUAL CHECKUP!!  
 FOR \$50 LESS\* THAN THE  
 COST OF JUST AN ANNUAL CHECKUP  
 PURCHASED SEPARATELY!

\*FOR EACH UNIT COVERED!

**'ala carte' Annual Check Up per visit:**

- Furnace or Boiler Combustion Optimization & Safety Inspection (COSI)..... \$199.20
- Air Conditioner Performance Optimization & Cleaning (POC).....\$199.20
- Plumbing & Water Heater Service (PWHS) includes Water Heater maintenance..\$199.20



**- versus -**

**\*Enhanced Service Plan fees per unit covered:**

MINIMUM 25%  
 SAVINGS (\$49.80)  
 PER UNIT COVERED!  
 VS.  
 ↓

*(each unit includes the above equipment annual checkup)*

- Heating system (furnace or boiler each)...\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year
- Cooling system (air conditioner each).....\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year
- Plumbing system (water heater).....\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year



**"ONE MONTH FREE WHEN YOU GET ALL 3 !"**

To take advantage of this promotion, present this page to your tech on your service or maintenance call.  
 New replacements - call the office for details. Older replacements - set up a maintenance call to get \$50 off.

# **Attention VHP Club Member**

Dear Friend:

The VHP Club program is being replaced by our new 'Enhanced Service Plan' (*ESP*). Over the next year we are upgrading all VHP Club memberships to this new program on your renewal visit. As you can see below, this new program retains the most essential elements of your VHP Club features and benefits, while eliminating some unused items and improving on others. An important difference is that it spells out the service access that is outlined in the July 22 Vincent's News. Another difference is a price increase that reflects the current inflation.

Here are the highlights:

## **Service Access**

- ESP Clients have Access to Priority Service & Extended Service Hours no longer available to the General Public.

## **Loyalty rewards:**

- No more Certificates to keep track of - you now have an 'ESP Replacement Bank' in which we keep track of your rewards.
- Your Accumulated \$40 VHP Club Rewards for equipment replacements are rolled over into your ESP Replacement Bank.
- Your Annual Loyalty Reward has been increased from \$40 per Year to \$50 per Year! (Starting This Year)

## **3 Available Visit Options:**

- Heating - Natural Gas Furnace or Boiler
- Cooling - Central Air Conditioner
- Plumbing & Water Heater Service

## **Price Change:**

- The price is going up from \$11.25 per month to \$12.45 per month per option covered: - (Furnace/Boiler, A/C, Plumbing & Water Heater, multiple units)
- But if you cover 3 or more options the cost is only \$11.40 per month per option - just \$.15 more than the old \$11.25 per month price!
- Annual Pay is still an option - Monthly X 12
- *NOTE: Your VHP Club monthly fees will continue until your plan is upgraded.*

**A copy of VHP's Enhanced Service Plan is on the reverse side.**



# Upgrade to VHP's Enhanced Service Plan

**Your Enhanced Service Plan provides the benefits described below for the essential systems included:**

Term:  Auto renew until cancelled.  12 months-prepay| Monthly fee per option 1 - 2: \$12.45 each 3 or more: \$11.40 each

<b>HEATING SYSTEM 1</b> <input type="checkbox"/> GAS FURNACE <input type="checkbox"/> GAS BOILER	Location	Model	Serial	Monthly Subscription Fee
<b>AIR CONDITIONING SYSTEM 1</b> Performance Optimization & Cleaning				
<b>HEATING SYSTEM 2</b> <input type="checkbox"/> GAS FURNACE <input type="checkbox"/> GAS BOILER				
<b>AIR CONDITIONING SYSTEM 2</b> Performance Optimization & Cleaning				
<b>PLUMBING &amp; WATER HEATER SERVICE</b> - incl. water heater flush & interior video inspection + whole home plumbing inspection for leaks & concerns.				
<b>WATER HEATER 1</b>				
<b>WATER HEATER 2</b>				

**Notes:**

<b>EMAIL ADDRESS FOR VISIT REMINDERS &amp; BILLING MATTERS</b>	<b>TOTAL MONTHLY FEE - paid by credit card or ACH bank draft</b>
	<b>TOTAL PREPAID ANNUAL AMOUNT monthly fee X 12 months</b>

**SERVICE LOCATION**

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State ZIP \_\_\_\_\_

Phone Number \_\_\_\_\_  
Text Enabled?

**BILLING IF DIFFERENT**

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State ZIP \_\_\_\_\_

Phone Number \_\_\_\_\_  
Text Enabled?

**AUTHORIZATION**

By my signature I acknowledge my acceptance of the services and fees listed, and the terms described on the reverse side.

**SIGNATURE & DATE**

\_\_\_\_\_

**PRIORITY SERVICE** Priority access to service during normal working hours - same day or no later than next business day guaranteed.

**ACCESS TO EXTENDED SERVICE HOURS** VHP's Enhanced Service Plan provides exclusive year-round access to extended service hours not available to the general public for emergencies only. Additional charges apply.  
**DETAILS ON REVERSE SIDE.**

**ANNUAL CHECK UP** Every 12 months we'll return for an 1-1/2 hour 'wellness visit' to make certain your equipment is operating safely and delivering maximum performance for each unit or system covered.

**'NO NEGLECT' CHECK UP VISIT REMINDERS** VHP takes responsibility for setting up your annual check up when its due so you don't have to!

**DISCOUNT SAVINGS**

- Save 10% off repair tasks for covered equipment.
- Save 10% off consumable maintenance items like filters, humidifier pads, etc.
- Annual \$50 ESP REWARD deposited to your Replacement Bank to be used when you replace your furnace, boiler, or A/C

**PEACE OF MIND** You'll rest easier knowing that the most important systems keeping your family safe and comfortable is getting the attention it requires.

**RISK FREE - NO LONG TERM COMMITMENT** There's no contract - you can cancel anytime! Just notify us with a note or email to sales@vhpinc.com.

I authorize payment to be charged monthly to my: (Initial \_\_\_\_\_) *Your information will be blacked out for your security after inputting into billing program.*

Credit Card - \_\_\_\_\_ Expires \_\_\_/\_\_\_/\_\_\_ CCV \_\_\_\_\_  Checking  Savings Routing \_\_\_\_\_ Acct \_\_\_\_\_