

# VINCENT'S NEWS

The 'Van-Go' Gallery



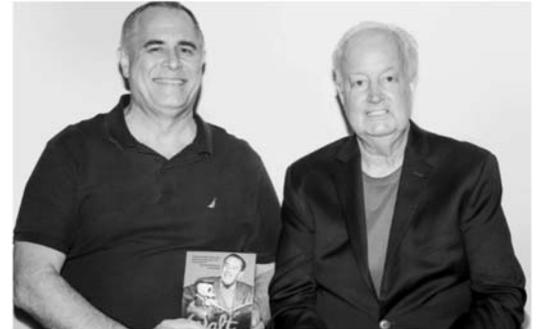
*"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."*

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### OWNER'S CORNER THROUGH MY EYES

I've always loved see 25% of the basketball. Growing up I would spend hours during the Isaiah Thomas and Joe Dumars led 'Bad Boy' era when they won back-to-back NBA (National Basketball Association) championships. I'm not as avid a fan now as in the past, but what great memories I have of going to games.



Here I am with NBA Hall of Famer, Pat Williams, with a copy of his book, "How to Be Like Walt Disney" – Daniel Squires

So, you might imagine my thrill at hearing the legendary NBA Hall of Fame member Pat Williams speak recently at an event I attended. Pat is **Continued Page 3**

## Did You Know...

**...if you want to keep the air in your house from feeling stagnant, you can turn your thermostat fan switch from 'Auto' to 'On' to circulate your air and mix it up. It doesn't use that much more electricity to do so, because your fan motor uses more electricity to start the fan spinning than it does to keep it running.**

### Should You Open Your Windows When It's Nice Out? It's Not a Good Idea if You Have Central Air

Every summer the 'hottest' conversation topic (pardon the pun) with clients that I have is about opening windows when it is nice outside. With a house that has central air conditioning this is a real 'comfort-killer'. I understand the temptation. Everybody likes the feeling of taking a deep breath of fresh air versus breathing inside air that can seem stagnant. Besides, when its cool

outside, what could possibly be the harm? Plus, why not save on the electric bill by not running the air conditioning? I recommend keeping your house closed from when you start your A/C in the summer until you no longer need it in the fall. The big reason? Your comfort. The biggest factor in your comfort in hot weather is not how cool you make your house – it's how much you can lower the humidity. During the

summer, hot air holds a lot of humidity. During the winter, the opposite is true: cold air is very dry. That is why we need humidifiers during the winter, and dehumidifiers during the summer. When you have an ice-cold can of pop on a hot day, water starts condensing on the outside of the can. When hot humid air encounters a cold surface, water is released from air as heat is absorbed by the cold pop can. The same **Continued Page 2**

## Should I Open Windows With AC? (Cont'd from Page 1)

thing happens when you run your air conditioner – water condenses when the heat in the air is absorbed by the air conditioner - and the humidity in your home is reduced.

So, how does dry air affect your comfort? God made our bodies to perspire to help us regulate our body temperature when we're hot. And as sweat on our skin evaporates, we feel cool. And here is the catch: for our sweat to evaporate, the surrounding air has to be dry or it won't absorb the moisture from our skin. So when the air is humid – like on a muggy day – we can't get comfortable because our sweat doesn't evaporate.

Your air conditioner helps dehumidify the air in your home, but the process is slow. When you first turn on your cooling system, it can take 3-4 days of A/C operation to squeeze all the excess moisture out of the air. And here is the problem: all the work your air conditioner did to make your house comfortable by lowering the humidity in your

home is totally undone in a few hours when the windows are opened – even when it seems nice outside.

If you think that this is justified by the potential savings in electricity, think again. It can actually cost you as much or more – in addition to your loss of comfort. Here's why: you can feel as comfortable with the thermostat 4 to 6 degrees higher in a house that you keep dry by not opening the house up versus a house that is constantly restoring the humidity level inside by opening it up.

Remember, comfort in hot weather 'occurs' when perspiration evaporates off your skin. You will feel more comfortable in a house with dry air at 76 degrees than you will in a house at 72 degrees with air that is still humid. Therefore, keeping a house closed can use less energy than a house where the thermostat is set lower to compensate for the discomfort due to excessive humidity.

### The Fallacy of Bigger Is Better

As described above, humidity removal is a slow process. Therefore, when the capacity of an air conditioner is larger than necessary it will do a poor job lowering humidity. This is because a large A/C unit will drop the temperature quickly – and then turn off when the thermostat is satisfied - leaving the air full of humidity. The air feels cold, but your skin will feel clammy because your sweat can't evaporate. Your only options to solve this problem are to replace your air conditioner with a new unit sized correctly for your house or to lower the humidity with a whole-home humidifier.

A whole-home humidifier may also be needed to supplement air conditioning where the house is located in a moisture high area. See the insert for more information.

– Daniel Squires

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## Through My Eyes (Continued from Page 1)

probably most known as a founder and General Manager of the Orlando Magic franchise. He was the person who drafted Shaquille O'Neal and traded for Penny Hardaway to enable the Magic to reach the NBA Finals in 1995.

Before Orlando, he was the General Manager of the Philadelphia 76ers for 12 years and put the 1982-83 championship team together featuring team members Dr. J (Julius Erving) and Moses Malone.

These days, Pat speaks on leadership, which is how I got to hear and meet him. With all of the success he enjoyed in the various teams and organizations he led, it is obvious that he was qualified to speak on the subject of leadership. What I learned was that in order for him to gain those skills, that he was a student of other men who were great leaders. His passion has led him to write many books on leadership qualities of these people he tried to emulate - including coaches John Wooden, Vince Lombardi, and Bear Bryant, and the person I heard him speak on, Walt Disney.

Pat described how when he went to

Orlando he got 'Disneyized'. At Disney, everything is about creating a wonderful and memorable customer experience. And he determined to model what he did in Orlando on that example. This is evident even in the team name - the Orlando Magic - which is a 'tip of the hat' to the 'Magic Kingdom'. So he studied Walt Disney, and eventually distilled what he learned as the Five Secrets of Walt Disney:

1) Make today payoff tomorrow - Walt's successes were made possible by constant attention to the goals that he set.

2) Free up your imagination - anyone that could imagine building the world's number one family vacation spot in the middle of Florida swampland certainly set an example of outside the box thinking.

3) Strive for lasting quality - what separates Disney from all of its competitors is the obsessive attention to detail and then the follow through to make certain that everything is done right.

4) 'Stick-to-it-ivity' - This is a word that Walt made up and in order to accomplish such big dreams he certainly had it.

5) Have fun - Walt really enjoyed what he did and the fun he had is reflected in his creations as the Disney attractions are considered fun destinations to millions of people worldwide.

By his accomplishments, its obvious that Pat Williams put the lessons he learned from Walt Disney into practice - especially Secret #5 - to have fun - as he kept everyone entertained during his presentation.

Walt Disney's Five Secrets were a good reminder for me. At Vincent's Heating & Plumbing we do strive to provide quality for our customers and try to make every visit a positive customer experience. I want to make sure that we also have the 'stick-to-it-ivity' to continue to improve our processes and the services we deliver to you.

- Daniel Squires

### What Our Clients Are Saying...

Very thorough in explaining options available. Showed up on time. Cleaned up the area when finished. Everyone I've dealt with has been very professional and helpful. I wouldn't hesitate to recommend this company to , visit <http://terms.online-access.com/webapp/GetPage?pid=1&CO=1>

*Pam—St. Clair, MI*

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## Disney Word Search

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

Mickey Mouse  
 Pluto  
 Goofy  
 Donald Duck  
 Minnie Mouse  
 Epcot  
 Magic Kingdom  
 Fantasia  
 Bambi  
 Mary Poppins  
 Dumbo  
 Toy Story

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## Humor Section



*The Most Reasons to be  
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*Pat Williams had some Red Skelton quotes. I added a few others.*

*"All men make mistakes; married men just find out about them sooner."*

*"I married Miss Right. I just didn't know her first name was Always."*

*"I don't need glasses, but I've reached the age where curiosity is greater than vanity."*

*"Old age takes away what we've inherited, and gives us what we've earned."*

*"There are three signs of old age: loss of memory...I forget the other two."*

*"Any kid will run any errand for you, if you ask at bedtime."*

*"Recipe for a happy marriage: my wife and I always hold hands. If I let go, she shops."*

*"A fellow told me he was going to hang-glider school. He said, 'I've been going for three months.' I said, 'How many successful jumps do you need to make before your graduate?' He said, 'All of them.'"*

*My wife told me the car wasn't running well because there was water in the carburetor. I asked where the car was. She told me, 'In the lake.'*