

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."

OWNER'S CORNER

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In November my wife Karen and I spent a long weekend in New York City. Over the years we have visited a lot of different states and big cities but, with the exception of a day trip for us in 1990 and a business trip for me a couple years later, for whatever reason we have shied away from the 'Big Apple'. For me, I think NYC has always been a little intimidating,

first with its immense size and population, the association I have with the 9/11 terrorist attack, and the stereotype of rude New Yorkers. So was my reluctance fair?

From this recent trip, the 'rude New Yorker' stereotype is a 'bum rap' - I found no evidence that New Yorkers were any

more or less rude than people anywhere. People were friendly to us wherever we went. Although it is not as

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Daniel & Karen Squires at a stop on our bike ride in Central Park, New York City in November.

Did you know...

...that VHP Club member fees are 25% less than normal heating, cooling or plumbing maintenance visits? Club Members get annual tune-up visits plus many other member benefits and discounts

Call for details.

Merry Christmas



Test Your Plumbing, Heating & Cooling Knowledge with this True or False Quiz

- 1) **T F** You should never leave your hose connected to your outside spigot during winter months.
- 2) **T F** If you raise the humidity in your house you can lower the temperature on your thermostat and stay just as comfortable as at dryer, higher temps.
- 3) **T F** When purchasing a furnace filter, the most important consideration is the MERV (efficiency) rating.
- 4) **T F** The best way to lower your heating bills is to purchase a new, higher AFUE rated furnace.
- 5) **T F** You are safer from carbon monoxide sleeping in a commercial parking garage than you are in your bedroom protected by a standard carbon monoxide alarm.
- 6) **T F** A new furnace does not need to be maintained for many years.
- 7) **T F** The most important function of an air conditioner to keep us comfortable is to remove humidity from the air.
- 8) **T F** Water from a tankless water heater is more pure than from one with

Test Your Plumbing, Heating & Cooling Knowledge Quiz ...continued from page 1

- 9) **T F** It is not a good practice to close HVAC registers in rooms that you don't use.
- 10) **T F** VHP Club members accumulate \$40 toward an eventual furnace or AC replacement for every year they remain a member.

Answers:

- 1) **True** - Leaving a hose connected to an outside faucet can cause the supply pipe to freeze and burst during winter cold.
- 2) **True** - When there is more humidity in the air we can feel warmer at cooler temps. In dry air, as moisture evaporates from our skin we feel cooler, and so to stay comfortable we turn the thermostat up. Alternatively, when we increase the humidity with a humidifier we don't have to set the temperature as high to be comfortable which saves energy.
- 3) **False** - When purchasing a furnace filter, the most important factor is air flow, as measured by pressure drop (which unfortunately filter makers don't list). Typically, the higher the MERV rating the poorer the air flow. Restricted airflow will cause your furnace to run longer - which uses more energy - and hotter - which can shorten furnace life.
- 4) **False** - (Trick question) A furnace with a higher AFUE rating will save energy and lower your heating bills, but improving poor airflow and correcting duct work can provide greater savings and comfort. According to the National Comfort Institute the typical air duct system in the U.S. only delivers 58% of the HVAC equipment's rated capacity.
- 5) **True** - The maximum allowable CO level in a parking garage as set by the International Mechanical Code is 25 parts per million (ppm). On the other hand, UL 2034 - the standard that CO alarms are made to - requires the alarms to alert at a CO level of 70 ppm with up to a 4 hour time delay. Ironically, a 70 ppm CO exposure level exceeds EPA and OSHA safety standards and may be harmful for small children, the elderly, and to people with compromised immunities. A low level CO monitor like the NSI 3000 available from VHP provides a significantly higher level of safety.
- 6) **False** - Every furnace or boiler owner's manual states that annual maintenance is required to make certain that it is safe and performing as it should.
- 7) **True** - Moisture removal rather than cooling is the biggest factor in making us comfortable in summer. The same principle as in question 2 applies to cooling as well, and a properly sized (not too big) AC system keeps you cooler at higher temperature settings.
- 8) **True** - In a tankless water heater, the water is heated by instantly flashing it to several thousand degrees which kills any bacteria in it. Unfortunately, tank type water heaters can be set at a temperatures that these microorganisms such as legionella thrive in. That is why you should never drink water from the hot side of a faucet and use only heated distilled water to rinse your sinuses with



HAVE YOU VOTED YET? "VHP Gives Back" is a way for you to help your favorite organization by means of a friendly competition between the supporters of three worthy local organizations. The prize is a check for \$1,000 that Vincent's Heating & Plumbing will donate to the group that has the most votes at the end of the quarter. Voting is online at our website at this address:
www.vhpinc.com/vhpgivesback

Through My Eyes (Continued from Page 1)

though New Yorkers don't have reason to be rude. And by that I am referring to the incredible number of people and the terrible traffic.

Now, I enjoyed my visit as I will detail in a moment, but I could never live there. The traffic would drive me crazy and everywhere we went I was overwhelmed by the sheer number of people. No wonder so many New Yorkers don't own a car and walk or get around by bus or subway. Plus it has to be a nightmare in winter because there is no place to put the snow. Is my mid-western perspective showing?

In regard to the stigma of 9/11 terrorist attack as a reason to stay away from NYC, I think that has to do with the instinct to be safe and to steer clear of danger. But based on the terror incidents we have seen whether domestic or foreign, terror can happen anywhere. And while I want to be prudent, life is too short to live it under a cloud of fear.

Earlier I mentioned a previous day trip in 1990 that Karen and I spent in NYC. We were in New Jersey for a wedding and went to NYC to visit the Statue of Liberty and the Twin Towers. We actually went to the top of one of the towers that day and so when 9/11 happened it all seemed very surreal to us. And so on this most recent trip the first thing we did was to return to the site and visit the 9/11 Memorial to confront those memories. The memorial is very beautiful and moving. I am glad we went.

Actually, I'm glad we went for everything we experienced. The food was fantastic – whether it was from a street vendor or in a restaurant. We saw a couple of Broadway shows, went to Birdland for a jazz show, spent a good part of a day in the Metropolitan Museum of Art, and spent Sunday afternoon riding bikes in Central Park. We walked through Times Square,

walked by the Fox News Building, the NBC Studios at the Rockefeller Center (Saturday Night Live), the Ed Sullivan Theater (Stephen Colbert), and the Radio City Music Hall (Rockettes). Quite a lot to pack in over three short days! Would I go again? Yes – but I've got to put more in the vacation budget before I do because the other rap about NYC is that it is expensive – and that one is true!

Finally, no matter where I go, I can't help but notice the plumbing and heating service vans. Yup – stuck in traffic! Another reason that I am glad to be right where I am in Michigan – with our terrific VHP team and the great customers like you!

As 2017 rushes to a conclusion I want to wish you a Merry Christmas and a Happy New Year.

– Daniel Squires

(Vincent's News will return in February 2018)

What Our Clients Are Saying...

“It was awesome service. Top notch men came to do the work and they are excellent. I love the people at Vincent's because of the care they give their job. They are top notch, dedicated workers and so friendly. I am blessed to have their help.”

Myrtle - Fort Gratiot

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Word Search: New York City

L L A H E I G E N R A C K B N
C E N T R A L P A R K B E R A
E R A U Q S S E M I T U N O T
A P O L L O T H E A T E R O T
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D N A L S I Y T R E B I L U M
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Humor Section



"New York is an exciting town where something is happening all the time — most, unsolved." —Johnny Carson

"I moved to New York City for my health. I'm paranoid, and it was the only place where my fears were justified." —Anita Weiss

"Anytime four New Yorkers get into a cab together without arguing, a bank robbery has just taken place." —Johnny Carson

"I love New York. It's the only place where if you look at anyone long enough, they'll eventually spit." —Caroline Rhea

<http://www.vulture.com/2016/02/jokes-about-new-york-and-los-angeles.html>