

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

61 Years of Excellence!

INSIDE THIS ISSUE:

<i>Through My Eyes</i>	1
<i>Backflow Prevention</i>	1
<i>Did You Know...</i>	1
<i>What Our Clients Say</i>	2
<i>Word Search</i>	4
<i>Humor</i>	4
<i>Attn: Club Members</i>	4

Did you know...

...we offer a 1-year 'No Roots' guarantee with our sewer cleaning service?

Read more about the guarantee and how we are able to provide a more sanitary sewer cleaning experience in the nearby *Through My Eyes'* article.

THROUGH MY EYES

For the last two years there have been big changes happening at Vincent's Heating & Plumbing – despite the pandemic. We have been adding manpower and upgrading our equipment to be able to expand our service offerings.

For this month I want to focus on sewer cleaning. Back in February I shared a little about how our new state-of-the-art sewer cleaning system works in this column, but I didn't really 'connect the dots' on some important details.

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



Here is Sean, using our new sewer cleaning system from an outside cleanout.

Continued Page 3

Cross-Connection Protection & Backflow Prevention

If you have a lawn irrigation system, this is the time of year that cities and townships will send a notice requiring a backflow test on your system by a certified backflow tester. We get similar notices asking about our qualifications and whether we provide this service so they can include us on a list for their residents. The answer is 'yes'. We are certified, our testing equipment is calibrated annually, and we provide this

service.

The qualification process to be a backflow tester is not an easy one. Initially it requires a licensed plumber an entire week of training to be certified - which is valid for 3 years before recertification is required. The reason the process is so stringent is because backflow testing serves an important public health purpose. While you may think the requirement to have your backflow device

tested a burdensome, extra expense it serves an important purpose: to protect the municipal water system from contamination.

Yes, protecting you and your family is important – that is the main purpose of the plumbing code and why you should always use a licensed plumbing company. But the bigger purpose behind backflow prevention and testing laws and ordinances is to

Continued Page 2

Backflow Prevention (Continued from Pg.1)

protect the community water system from being contaminated. Periodic testing is necessary to make certain that your backflow preventer is functioning to provide that protection.

Where your water supply attaches to the lawn irrigation system piping is considered a cross-connection. The chemicals, weed killers and fertilizers, bacteria and other microorganisms in the ground are a source of contamination that can enter the irrigation piping. When the water flow is outbound there is no hazard. The danger occurs should the water flow reverse. A backflow prevention device keeps the water flow from reversing and sucking contaminated water into the water supply.

Water Pressure Changes Cause Backflows

A similar backflow prevention device is required between the water supply and a boiler heating system. In one scenario, water from the boiler can flow back into the water supply when the pressure in

the boiler exceeds the pressure in the water supply. This is especially dangerous when antifreeze or other chemicals have been added to the heating system.

In the case of an irrigation system, 'back pressure' as described above is not the problem. In this situation, the back flow is caused by a sudden drop of pressure in the water supply that creates a siphon and draws the contaminated ground water into the water system. Sudden drops in water pressure can be caused if a water main breaks or when a fire hydrant is used. A backflow prevention device will break the siphon and prevent contaminated water from flowing backward.

The danger from siphonage as described isn't just limited to lawn irrigation systems. A hose connected to an outside faucet or to a laundry tub faucet that have not been equipped with an anti-siphon backflow device can also pose a threat. I recall a story where a

gardener spraying his roses with arsenic from a spray reservoir on the end of his hose was poisoned and died. A pressure drop siphoned the arsenic into his hose while he had left it to shut the water off. After disconnecting the sprayer, he turned on the water again and took a drink from the hose and poisoned himself. This is just one example of many. And while not all the events are fatal, it is estimated that there are thousands of cross-connection incidents daily in the U.S. – some that lead to flu-like systems among other things. This is why backflow prevention is such a big deal. If we can help you with backflow testing or if you would like to make certain you have no risk from cross-connections in your home give us a call. This is a service that we can help you with on a Plumbing & Home Safety Service inspection.

– Daniel Squires

What Our Clients Are Saying...

“Great Service, once again!

I've been a customer for over 20 years. I've never had a complaint of bad service. They are always professional, from the office staff to the technicians.

I highly recommend!”

Beth Baldock – Fort Gratiot

Through My Eyes (Continued from Pg.1)

For many years we turned away sewer cleaning work. It was a job that provided a terrible customer experience – I will explain in a moment – and from personal experience it was no better for the plumber performing the work. However, breakthroughs in sewer cleaning technology have dramatically changed this, and so we have invested in making a higher quality sewer-cleaning experience available to our clients. Let me explain:

The key element of all sewer cleaning machines is a cable that is inserted into the pipe to remove or break up the clog. It is the unintended consequences of that rapidly spinning cable that has always been a problem. This is because of the ‘stuff’ – sewer water and all the ‘unsanitary contents’ – that can fly off the cable into your home and create a health hazard. As if a sewer back up is not disgusting enough, the last thing that you want is somebody fixing a problem and creating a much bigger and more widespread mess and risk to you and your family.

You probably thought of

other words to substitute for what I described as ‘unsanitary contents’, but four of them need serious consideration: ‘e-coli bacteria’ and the ‘hepatitis virus’ – both from fecal matter and contained in sewage. These can lead to serious sickness and even death. When that sewer water flies off the spinning cable and is propelled to your floor, walls and even your ceiling, you and your family are being put at a greater risk.

Our new sewer cleaning system eliminates this risk. There is still a spinning cable, but it is completely enclosed in a vinyl sheath. This guards your home and your health because there is no disgusting ‘sewer slime’ flying off a spinning cable and contaminating your walls and ceiling. Instead - with our sewer cleaning system - anything brought back on the cable is easily wiped off the protective sheath.

The enclosed cable also provides a big step forward in sewer cleaning: the sewer camera can be inside the pipe while the sewer is being cleaned. Before now, either the sewer cleaning cable or a

sewer camera could be in the sewer – but not both together. With older systems the spinning cable will tear up the camera. And without a live video feed to guide the process, the results are hit or miss. The way we can do it now is the plumbing equivalent of arthroscopic surgery.

In addition, our system provides ‘wall-to-wall’ cleaning that older systems can’t provide. Using carbide-tipped chain cutters, our system shreds the roots into tiny pieces that flush away - right to the edge of the pipe wall - unlike systems that just cut or tear a partial hole through the root mass that can quickly grow closed.

With the ability to pinpoint exactly where the problem spots are with the sewer camera and the ‘wall-to-wall’ cleaning we can do a much more thorough job. That’s why we can offer a one year ‘No Roots’ guarantee. If we can help you with a sewer root problem or if your sewer or drain lines back up, give us a call!

– Daniel Squires

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ATTENTION VHP CLUB MEMBERS:

If your annual Club visit schedule has been affected by COVID I want to thank you for your patience and understanding!

- Daniel Squires

O	G	A	K	F	B	X	G	B	S	F	V	B	X	D	S	T	T	Q	BACKPACK
U	O	C	W	I	N	O	Z	A	X	E	L	L	J	F	W	H	R	S	BASEBALL
P	E	O	K	A	L	X	I	S	R	G	R	O	C	B	K	H	A	U	BIKING
D	J	I	B	F	C	L	E	E	K	N	W	I	W	B	Z	A	C	D	BOATING
P	N	H	I	A	I	L	W	B	K	I	N	B	F	E	W	Y	N	H	BONFIRES
G	O	N	S	N	C	O	Y	A	J	M	F	W	M	N	R	G	W	B	CAMPING
O	G	W	G	E	M	K	S	L	A	M	G	G	N	U	O	S	A	R	DECK
V	Q	V	E	N	S	V	P	L	T	I	N	A	K	Z	J	B	L	A	FISHING
K	P	F	W	R	E	O	T	A	S	W	I	R	P	A	T	I	O	K	FLOWERS
X	B	A	A	R	W	E	H	M	C	S	P	D	Z	W	K	Z	F	E	GARDENING
D	L	Y	B	X	E	A	R	S	B	K	M	E	J	G	L	V	O	S	GOLFING
G	N	I	K	I	H	J	S	C	O	M	A	N	A	P	X	W	B	O	HIKING
Q	M	L	O	U	K	T	P	H	S	X	C	I	N	P	T	P	K	Z	HOSES
A	P	W	X	R	Q	A	C	T	E	N	W	N	H	F	S	B	U	F	LAWNCART
G	N	I	H	T	A	B	N	U	S	R	U	G	D	F	L	D	K	R	LAWNMOWER
Y	I	K	V	N	D	H	M	V	U	K	S	S	K	K	W	M	S	V	PATIO
G	N	I	T	A	O	B	G	L	T	E	F	R	X	I	A	X	L	X	POWERWASHER
I	F	V	F	I	S	H	I	N	G	R	A	P	A	P	Y	I	A	X	RAKES
																			SAILING
																			SUNBATHING
																			SUNSCREEN
																			SWIMMING

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Humor Section

A fisherman had two sons, Towards and Away.

He told his wife that it was time for his sons to learn to be real fishermen, by going out for the big fish far off shore.

A few days later the fisherman came home, wet, battered, and bruised. His sons were not with him.

He looked grim as he told his wife, "My dear, I'm so sad. Our son Towards was pulling in a nice fish when another fish came up and snatched it, gobbling up Towards at the same time!"

"Oh no!" The wife said. "That must have been one huge, terrible fish!"

"Yes!" Said the fisherman. "But you should have seen the one that got Away!"



Three “Brutal” Reasons Why You Should Have Your Furnace’s Ductwork Cleaned.

(Not intended for the squeamish)

Reason # 1 - Picture yourself taking deep breaths from your vacuum cleaner’s bag -- just before you empty it!

As awful as this sounds, it gives you an accurate picture of what the air you breathe is like after it passes through the crud and decaying material in your furnace’s ductwork.

That’s because your ductwork is a lot like your vacuum cleaner. And if you think about it, the main difference is that your vacuum only runs a few minutes each day compared to the hours on end that your furnace fan runs. Every time your furnace runs, things are sucked into your ductwork. Things like dust, pet hair, cooking grease, cigarette smoke and other debris that will stay in your ductwork -- until they eventually breakdown and are released back into the air stream for you and your family to breathe.

Anyone who has ever cleaned underneath or behind their refrigerator knows just how much gunk a fan will collect. So if you want to know what’s in the dark depths of your ductwork, just look in your vacuum cleaner -- and see what you’re breathing, too. This alone is reason enough to get your ducts emptied.

Reason # 2 - Maybe you just “*thought*” the cat ran away...

This sounds extreme, but you wouldn’t believe what we find in ductwork. I can’t say we’ve found anything as large as a cat, but we have seen everything else imaginable. Everything from long forgotten victims of *De-Con* to lost pet turtles that now only resemble small ashtrays.

You see, even though you’re the best housekeeper in the world, what about the person who lived in the house before you? Unless it’s a new house, you don’t know what stuff remains in the ductwork from the previous owners.. . stuff that depends entirely on what their hygiene, housecleaning and smoking habits were (not to mention how they took care of their pets). In most cases it’s probably better that you don’t know.

You can be certain that if your furnace ductwork isn’t clean, you’re breathing air that passes through the accumulated dust and crud from everyone (and everything) that has ever lived there. I hope this unpleasant picture doesn’t make you swear-off breathing completely -- remember, it’s still safe to exhale. All is not lost: this debris will be totally removed when you have your system cleaned!

Reason # 3 - The “*Mushroom Theory*” and “*Mutant Rabbits*”!

The mushroom theory usually compares the “essentials of mushroom growing” with how politicians treat you. Everyone knows that the best place to grow any type of mold, fungus, or bacteria is in a dark moist environment where it can feed on decaying organic matter. Amazingly, this is also pretty descriptive of the conditions inside ductwork located in a damp basement or crawl-space. In most cases, unclean ductwork is a perfect place to start a little fungus farm.

Not only will dirty ductwork act as a breeding ground for unwanted bacteria and mold, it also acts as a gathering place for everything else that enters a home. Things like pesticides, lead, chemicals and other such unhealthy particles. These unwanted substances enter the house through open windows or are tracked in, and upon entering, bind with household dust. Unfortunately, once in the house and sucked into your ducts, nature has no way of dealing with these potential health time-bombs. In fact, the pollution that gets trapped in your home today is 5 times that of outdoor levels. You need to picture all those soft, fluffy, little “*dust*



bunnies” living in your ducts as having large claws and nasty teeth. Teeth that can really take a bite out of your family’s health if you don’t deal with them.

Can duct cleaning really solve these nasty problems?

You bet it can. Although we won’t promise to find your long lost cat or turtle, we will promise that you will breathe better and healthier by having us clean your ducts properly. You see, when we clean your ducts, we do the job right. We use state-of-the-art equipment specifically designed for home duct cleaning. And, we don’t rush it. We take the time needed -- most jobs will take a day to clean the duct system correctly.

We clean everything in all the round and square pipes of both the hot air supplies and the cold air returns. To do this we use a RotoBrush machine that has rapidly spinning brushes at the end of a powerful vacuum hose to scrub the ducts clean and immediately suck any dust or debris into the waiting vacuum. Plus we have a video camera in the ductwork at the same time to make certain we are able to do the job right. This process gets everything out of your ducts, guaranteeing you a sanitary and clean air passage when we're done.



Also, as filthy, messy, and grimy as this tedious process is, you won’t have to worry about your home getting dirty because of it. When we’re done, you probably wouldn’t even know that we had been there, except that you’ll breathe easier because we pulled out all the junk that you can’t get to on your own. As an extra bonus, duct cleaning has the added benefit of cutting down on the furniture dusting that everyone enjoys so much.

Don’t spend hundreds of dollars annually to clean your carpets & home -- then totally forget all the dirt in your duct system!

It never stops to amaze me how many people will get the carpets cleaned and not even consider their ductwork which is typically much dirtier. Since most duct systems contain enough sheet metal to completely enclose an average bedroom, imagine one whole room in your house totally caked with grime and you’ll have a pretty good idea how much junk your duct system can contain.

Isn’t it time you breathed easier about your home’s air quality?

For all the above benefits, and peace of mind that having your ducts cleaned right will provide you and your family, why not get it done now? We are so sure that you will be satisfied with the work -- and results, that we offer a money-back guarantee based on your satisfaction. Let **Vincent’s Heating and Plumbing** make sure that your homes air system is clean and healthy! Just call **(810) 985-7103** to set up and appointment to get your air ducts cleaned and start breathing cleaner air. - Daniel Squires

P.S. Are you sure your clothes dryer vents are clean? We also offer clothes dryer vent cleaning using our RotoBrush Dryer Vent Cleaning system.

For more information visit us at VHPinc.com/ductcleaning

Be sure to check out this month’s duct cleaning promotions included on the yellow flyer.

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See Reverse Side for More Info & a Sample Report.

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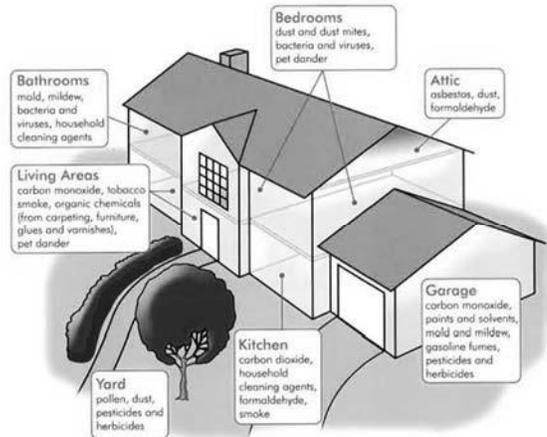
Your HVAC System Affects the Health, Comfort and Safety of Your Home

As a full serve provider, we take the extra step to verify that your HVAC equipment is operating properly and contributing to your health, comfort and safety. We use the AirAdvice™ Indoor Air Quality ("IAQ") Program to validate our work and identify any indoor air quality concerns that may affect you and your family.

According to the U.S. EPA, indoor pollution may be 2 to 5 times higher than outdoors.

Homes can trap pollutants indoors and create an unhealthy living environment. This is particularly true for newer homes constructed with tighter windows and doors to save energy. Indoor air pollutants can trigger asthma and allergies. In children aged 5 to 17, asthma is the leading cause of school absence. In addition, unhealthy air can cause fatigue, headaches, nausea, scratchy throat, and nasal irritation. These symptoms are often mistaken for flu or cold symptoms.

Major Indoor Air Quality Problems



Find Out What You Are Breathing

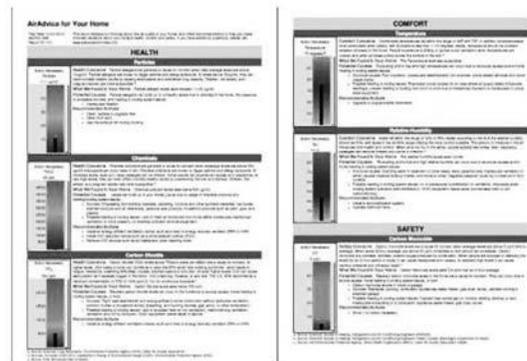
AirAdvice is an independent third party whose IAQ program enables us to identify and resolve key indoor air quality (IAQ) problems that can affect you and your family's health, comfort and safety.

AirAdvice's unique technology analyzes your home's air. The AirAdvice monitor continuously samples the air in your home and records the six key parameters of indoor air quality:

- ✓ Temperature
- ✓ Humidity
- ✓ Carbon Dioxide (CO₂)
- ✓ Particulates
- ✓ Volatile Organic Compounds (VOCs)
- ✓ Carbon Monoxide (CO)

This data is transferred via cellular connection to AirAdvice servers where software analyzes the data, generates a report, and emails it to us.

In 30 minutes, we will share with you the full-color AirAdvice IAQ report that enables you to "see" your home's daily air quality. Together we can then determine what may be affecting your home's indoor air. The report also suggests ways to solve your air quality problems. Using the report, we can work together to select the solution that is right for you.



SAMPLE 2-PAGE REPORT

Turn over for Special Offers