

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."



The 'Women of VHP': (from left) Alanna, Nancy, Patty, Carol, Sherri, and Colleen.

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OWNER'S CORNER

THROUGH MY EYES

With all the things that I mean have shared about wonderful, Vincent's Heating & Plumbing in this column, because it is our office staff that I haven't mentioned from 'behind the scene' take care of all the things that help keep Vincent's Heating & Plumbing running smoothly and that are only seen if you make sure we provide you should happen to stop by with a satisfactory experience. As you will learn, the Women of VHP are an All-Star team!

I get a lot of compliments about the friendly greeting that callers get. The person that is the most responsible for setting the tone for

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Did you know...

...that we still have over a month of summer left? There is still plenty of time to make certain your AC unit gets the attention that it needs from a professional maintenance visit. Plus you still have until the end of August to protect it with a Kool Kap and save \$30.



**An Air Conditioner's #1 Job – Part 5
How Lack of Maintenance Affects A/C Performance**

An Air Conditioner's #1 Job – Part 5 – How Lack of Maintenance Affects Air Conditioner Performance

You can find the previous issues in this series online at www.VHPinc.com/gallery.

This series began by explaining why humidity removal is the most important factor to making you comfortable

and that the cooling an AC provides is the means to dry the air in your house. However, there are many factors that can prevent an AC from performing this important task: an AC unit that is too small or too large for the house, lack of airflow caused by poorly designed ductwork, and/or poor installation practices that can sabotage the

function of an AC unit. But even if all of these factors are correct – the AC is matched perfectly to the house, the duct system is designed for good airflow, and the unit was installed correctly – all of this can be undone if the AC unit is not maintained and kept clean. And 'to add insult to injury', in

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Air Conditioner's #1 Job (Cont'd from Pg. 1)

In addition to sabotaging AC performance a neglected air conditioner will use more energy as it tries to do its job and you end up paying higher electric bills.

The main culprit? Poor airflow through air conditioning components both inside and outside the house caused when the air conditioner is neglected and becomes dirty. There are two places where this takes place: on the aluminum fins of the outside unit (the "Condenser") that sits next to the house and on the fins of the inside part (the "Evaporator") of the AC that is attached to the furnace or air handler.

The fins on the outside unit need lots of air pulled through them by the fan to absorb the heat that was removed inside the house. You can tell it is working by putting your hand over the condenser and feeling the heat being exhausted when the AC is running. However, when airflow is blocked by grass clippings, cottonwood, and other dirt and

debris this reduces an AC's heat removal performance. This causes two bad results:

Not only does the AC have to run longer to accomplish the same task, but the outside fan motor has to work harder. This puts more 'wear and tear' on the fan motor and drives up electricity use.

Cooling performance and thereby an AC's ability to remove humidity is degraded.

While you can see the buildup on the outside unit, the inside unit is hidden in the ductwork.

With this unseen part, we are not only concerned with dust and dirt, but also with mold that can grow and buildup in the dark on the cold, wet surface of the evaporator coil. This is something that we check for and clean on an annual maintenance visit. (Cleaning the evaporator coil can also improve indoor air quality.)

For the outside unit, homeowners can try to help

keep the fins clean from the obvious debris. You can use a hose to spray water on it to do this, however, be careful not to drive the debris deeper into the fins. This is in addition to having it professionally taken care of on an annual maintenance call in which both the inside and outside units are cleaned using coil cleaning products.

In addition to cleaning, we also check the electrical components for signs of wear so future potential problems can be caught and corrected before they cause an emergency later. We also take measurements to analyze air conditioner performance and make necessary adjustments to keep it running at peak efficiency and performance.

When an air conditioner is taken care it will last longer, have fewer repairs, use less energy, and most important of all, it can perform an air conditioner's #1 job – to remove humidity from the air and help you be comfortable.

- Daniel Squires

What Our Clients Are Saying...

We had a very old and heavy boiler, and the guys really used their brains and brawn to replace it with a more efficient and safe unit. Then, they came back and got that beast out of the basement!! I appreciate the extra effort, expertise, and congeniality! (Also, they really worked around my work schedule)

Doreen— Marine City

Through My Eyes (Continued from Page 1)

the way calls are handled is Nancy, because she has been the main voice for Vincent's Heating & Plumbing for 34 years. Nancy joined the team in 1983 (when she was 6 years old!). Today, her primary responsibilities are call taking, dispatching, and accounts payable.

When my Dad first took over Vincent's Heating & Plumbing, he 'inherited' Vince Unte's bookkeeper. (Yes, the Vince in 'Vincent's Heating & Plumbing.) This was Helen Archer, who retired a couple of days after Nancy started, with my mother, Kay Squires, helping the transition as a part-time bookkeeper. (Vincent's was a lot smaller then, and so we got by with fewer staff.) Interestingly, a few months after Nancy started, the next bookkeeper that my Dad hired was Mary Lou Archer, Helen Archer's daughter-in-law. Mary Lou remained in that position for 19 years until around the time both she and my Dad retired in 2002.

The person with the next longest tenure is Carol, who joined the team 18 years ago in 1999 on her birthday. As a result, every year she gets to celebrate both events on the same day! 😊 Besides being the second dispatcher, Carol processes all the

invoicing from the field including all the VHP Club memberships, registering product warranties, and accounts receivable. She is also the person you are most likely to talk when you call for service or scheduling on Saturday.

Next in longevity is Colleen, who passed her 15-year milestone last month: she joined the team in July 2002 when she 'took the baton' from our head bookkeeper, Mary Lou Archer, as she retired. Colleen is a CPA and her official title is Assistant General Manager and Controller. Colleen is also the office team leader, and her responsibilities include overseeing all the accounting as well as helping me oversee the company.

More recently we added Patty to the team, who is in charge of Inventory Control. In the August 2016 Vincent's News, I shared about the job that Patty does and aspects of the job that Nancy and Carol do, that break the mold of traditional gender stereotypes. Patty joined the team 3 years ago and so quickly 'owned' the job that in one service meeting all the techs applauded her for the job she does to keep their vans supplied with parts.

This year we added Sherri to the team, who comes to us with past experience as the controller for an HVAC company in Arizona. And finally, my daughter, Alanna, helps with longer bookkeeping projects on a part-time basis, between working as a hair stylist and finishing her degree from St Clair County Community College.

For you, as a client of VHP, part of who and what we are as a company and the service that we provide owes a lot to the consistency of our personnel. There has been a lot of continuity to the past, all the way back to 1972, when my Dad took over at Vincent's Heating & Plumbing, as both Dave Frazier and myself who were here at the time. There has also been a remarkable amount of continuity in the office staff.

There have been other outstanding women team members over the years, that have added valuable contributions, but this is our current lineup, and it's a great one. They make my job easier and I am grateful for each of them. And now you know the backstory of the 'Women of VHP'. - Daniel Squires

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National S'mores Day Word Search (August 10th)

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

Marshmallow
Burnt
Chocolate
Sandwich
Graham Cracker
S'mores
Night
Bonfire
Camping
Skewer

www.vhpinc.com

Camping Tips



Warning: The following tips are meant to make you laugh. Do not attempt at home, while camping, or otherwise.

While the Swiss Army Knife has been popular for years, the Swiss Navy Knife has remained largely unheard of. Its single blade functions as a tiny canoe paddle.

Old socks can be made into high fiber beef jerky by smoking them over an open fire.

When smoking a fish, never inhale.

You can duplicate the warmth of a down-filled bedroll by climbing into a plastic garbage bag with several geese.

The guitar of the noisy teenager at the next campsite makes excellent kindling.

Bear bells provide an element of safety for hikers in grizzly country. The tricky part is getting them on the bears.

Lint from your navel makes a handy fire starter. Warning: Remove lint from navel before applying the match.

A great deal of hostility can be released by using newspaper photos of politicians for toilet paper.

From http://www.lovetheoutdoors.com/camping/camping_humor.htm

The Most Reasons to be Your Best Choice

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