

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

66 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

INSIDE THIS ISSUE:

<i>Through My Eyes</i>	1
<i>4 Tell-tale Signs...</i>	1
<i>What Our Clients Say</i>	2
<i>Word Search</i>	4
<i>For a Smile</i>	4
<i>Now That's Good News!</i>	4

Did you know...

...even city water is somewhat hard? This is the source of the sediment that builds up over time in water heater tanks. See the nearby inserts and the article on Water Heaters for more information...

THROUGH MY EYES

"I don't know how you consistently find outstanding personnel, but you do!!!"

- Peyton Towler, Fort Gratiot

I was honored and humbled when I read Peyton's review about Vincent's Heating & Plumbing. And I agree with him that we have outstanding personnel. I'm very blessed to have the fantastic team that we've assembled. From the people that answer your calls to the techs that come to your home and serve you – and even the people that you never see or hear – everyone is fantastic.

Continued Page 3

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



Training is an important part of what we do. Here Marvin is showing Brooklyn how to do a water hardness test. Even city water can be hard and affect your water heater as detailed below. See the nearby insert for more info and how you can get your water tested FREE.

4 Tell-tale Signs That Your Water Heater Needs Attention

You roll out of bed on Monday ready to begin your day. You hop in the shower expecting nice hot water to get out the kinks and wash away the tiredness. But not today - the water is icy cold! You wait a bit longer, not wanting to admit the truth. But you finally do: your water heater has failed. Time to call the plumber and see how far out of whack your day will be.

Water heaters are one of the most important appliances in your home. But they are often neglected until they fail or start having other problems. An icy shower is one of the best-case scenarios for discovering you have a failed water heater. We

have seen homes destroyed by catastrophic water heater ruptures. And although we focus a lot on furnace safety, gas water heaters are just as big a risk for carbon monoxide in your home.

The good news is that there are symptoms that can alert you that a water heater is having problems before something happens. Here are 4 signs you can look for:

1) "Popping" or Percolating noises from your gas water heater

These noises are typically caused by sediment buildup at the bottom of the tank. This sediment is from

Continued Page 2

4 Tell-tale Signs ... (Continued from Pg.1)

minerals like calcium from hard water that accumulate over time. When the water heats up, steam bubbles beneath the sediment layers causing popping sounds as they burst.

There are two problems caused by this sediment. First, accumulated sediment can increase energy costs by reducing water heater efficiency. Second, sediment can cause the tank to overheat which can shorten tank life and cause it to crack and leak.

Flushing the tank on a regular basis can remove the accumulated sediment to reduce the noise and increase efficiency. It should be done on a regular basis. Another way to prevent sediment build up is to install a water softener. See the nearby insert to see how you can get a free water test to check your water's hardness and more.

2) Having to turn up the thermostat to get the same water temperature

This can affect both electric and gas water heaters. While it might be caused by sediment inside the water heater as

described above, it can also be caused by scale and soot building up on the burner itself. Either way, it's a sign that the water heater is working ineffectively to heat your water and is costing more to operate.

3) Breaker tripping (electric)

A weak or failing breaker might explain why a breaker is continually tripping. But it could also be caused by an electric water heater that is drawing too much power. As the heating elements in an electric water heater begin to deteriorate, they draw more power to operate. If the power that they draw exceeds the rating of the breaker, it will cause the breaker to trip.

4) Melting plastic rings at the top of a gas water heater

If you look at the top of your water heater, you'll see plastic rings around the water inlet and outlet pipes. If these rings look discolored or melted, it means that at some point in the past, flue gases have gone into the room instead of the exhaust vent.

This indicates a potentially dangerous problem with the exhaust that is attached to the water heater. It is serious and should be evaluated.

If your water heater has any of these tell-tale signs, you should consider having the water heater serviced.

Although these symptoms can be indicative of future problems, water heaters may still fail without warning. With regulations continually changing for water heaters in order to increase their efficiency, we are seeing water heaters last around 8-12 years on average. If your water heater has never been serviced, have it maintained to help it to last longer, to make certain that it's safe and to avoid costly problems. See the nearby insert for a special promotion or use this QR Code:



- Brendan Squires

What Our Clients Are Saying..



"VHP installed a new gas furnace and air conditioning system and a new water heater in our home, and I highly recommend them.

The new equipment is great, the installation was very well done, and their customer service is fantastic!"

- Eric Zobl, Kimball

Through My Eyes (Continued from Pg.1)

While I don't have an exact formula to 'find outstanding personnel' I can share our process and the guiding principles of what we look for when we bring a new technician onto the team.

For me, the most important criteria aren't their previous experience or technical ability. If someone is smart and has a mechanical aptitude, we can train them to do the job. But what we can't teach are the 'intangibles' – the characteristics that determine who they are as a person and how they will represent us.

Here are some of the traits and values we look for:

- A good attitude and a good work ethic.
- People with integrity that are trust-worthy.
- They have to be personable, well-mannered and polite.
- We want nice people that are pleasant with friendly demeanor.
- We want people that care about doing a good job - we don't want anybody who is complacent or indifferent.
- They have to be 'wired' with concern for your safety and well-being.
- They have to be a team-player and considerate of others.

In the interview process we try to get a sense of whether a person will fit the mold of a VHP tech. When I'm sitting across from someone in an interview, I consider whether this is someone that I would want in my house – if not, why would I send them to your house?

By gathering a team of people with similar traits and values, we have established a strong culture that embodies these characteristics and serves to reinforce them. We tap into this in the next phase of our interview process.



Here are our techs—what a great lineup!

If after the initial management interviews we think that the prospect might fit our culture, then we'll set up an opportunity for one or more of our techs to evaluate them. We do this by setting up a 'discovery day' where we allow the prospect to spend an entire day with one of our techs on the job.

Both sides get a chance to see whether it's a good match. The job prospect gets to see how we do things and get the 'inside scoop' about the company from the tech they are with to make certain this is the right opportunity for them. At the same time, our tech will get a chance to evaluate the prospect to see if they would be a good fit for our culture and to get a sense of their technical ability.

Based on our tech feedback, if it looks like a fit - and the prospect is interested in proceeding - the next steps are more objective. We perform a criminal background check, check their credit and finally send them for a pre-employment drug & alcohol screen. We don't want anyone who might make a mistake that could impact your safety because they're impaired by anything..

It's wise to hire slow, and as I have detailed, we've adopted this philosophy. We want to make sure that you're well served when we send someone to your home. Next month I'll share more.

– Daniel Squires

Heating & Air Conditioning
Amana[®]
LASTS AND LASTS AND LASTS.

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

Vincent's Heating & Plumbing, Inc.

2650 Oak St.
Port Huron, MI 48060

Daniel Squires, President
David Squires, Vice President
Brendan Squires, Tech Advisor

Phone: 810-985-7103
E-mail: sales@vhpinc.com
Website: www.vhpinc.com

Vincent's News is published 11-months per year.

Past issues are available in PDF format online in the Van Go Gallery at:

VHPinc.com/gallery

After the July 2023 issue, the PDF format also has the Word Search solution

www.vhpinc.com

*The Most Reasons to be
Your Best Choice*

SUBSCRIBE

If you know someone who would like to receive this newsletter, email their information to news@vhpinc.com or give us a call.

UNSUBSCRIBE

If you would like your name to be removed from our newsletter mailing list please email "stop" to news@vhpinc.com or give us a call.

Word Search

With the end of winter comes Spring Training! This month all 30 Major League Baseball teams can be found in this expanded size Word Search!

G	D	S	R	F	P	S	O	I	R	C	X	Z	S	T	N	S	P	A	A	Orioles
X	U	C	E	A	C	R	E	O	Y	T	A	C	S	O	V	F	W	E	A	RedSox
T	Z	A	D	I	I	X	Y	E	S	X	I	M	L	X	Q	M	X	S	Yankees	
H	O	R	R	O	L	A	R	Y	K	T	P	M	E	X	M	B	W	L	Rays	
B	E	H	L	D	L	A	O	E	N	A	H	G	I	T	K	W	A	P	BlueJays	
S	R	E	O	S	I	J	I	L	C	R	A	D	N	S	T	E	M	N	WhiteSox	
S	S	E	B	H	E	A	H	H	L	K	B	Y	A	T	D	L	H	O	Guardians	
Q	O	U	W	U	D	T	N	I	P	V	I	J	Z	I	O	I	Q	I	Tigers	
P	C	R	L	E	A	Q	N	S	B	Q	S	E	C	G	D	P	M	T	Royals	
E	S	B	T	L	R	S	I	M	X	R	N	Y	S	E	G	I	B	A	Twins	
T	W	X	D	S	L	S	V	Z	J	S	A	F	M	R	E	B	R	N	Astros	
P	X	S	T	N	A	I	G	M	A	Y	V	N	U	S	R	E	A	K	Angels	
J	Y	Y	Q	X	F	I	W	M	D	A	K	M	G	J	S	C	V	O	Athletics	
L	W	T	A	V	W	Z	D	R	L	R	V	N	N	E	M	E	E	B	Mariners	
X	O	S	D	E	R	C	F	S	N	I	W	T	W	O	R	S	S	J	Rangers	
D	I	A	M	O	N	D	B	A	C	K	S	E	B	Q	R	S	M	L	Braves	
X	X	M	A	R	I	N	E	R	S	R	E	D	S	I	R	S	L	V	Marlins	
G	Q	G	C	T	L	W	G	P	S	X	Y	W	H	I	T	E	S	O	Mets	
S	L	A	N	I	D	R	A	C	W	F	G	U	H	N	S	G	A	X	Phillies	
M	L	G	F	B	D	N	S	N	U	S	J	D	U	M	F	L	A	G	Nationals	

For a Smile Two guys walked into a bar. The third guy ducked.



Now that's good news!

"If the Spirit of him who raised Jesus from the dead dwells in you, he who raised Christ Jesus from the dead will also give life to your mortal bodies through his Spirit who dwells in you." - Romans 8:11

- HAPPY EASTER! -

Get Purified, Better Tasting Drinking Water On Tap With A Reverse Osmosis System!



Reverse Osmosis (RO) is a process that removes impurities from your water that cause unpleasant tastes and odors. It also eliminates cloudy water by removing the 'total dissolved solids' (TDS) and gives you crystal clear drinking water that smells better, tastes refreshing, makes a better cup of coffee and eliminates the need for bottled water!

April Special: Invest in a reverse osmosis system and we'll include a designer RO faucet of your choice.

But don't just stop at fixing your drinking water - learn how you can improve ALL the water in your home!



Schedule A Free In-Home Water Test By One Of Our Technicians*. We'll Show You Your Water's:

- ⇒ Hardness
- ⇒ Iron
- ⇒ Chlorine
- ⇒ pH
- ⇒ TDS ('Total Dissolved Solids')



** We can also perform the test while we are already at your house for another heating or plumbing service or an annual maintenance visit.*

**Call Vincent's Heating & Plumbing at
(810) 985-7103**

www.VHPinc.com

***** See Reverse Side For Special Offer *****

Save 10% On Our Safe Water Platinum Packages!

Chlorinated Water Bundle (for municipal treated water) includes:

- **HTO ('Hardness, Taste, & Odor') Softener** - includes carbon filter to remove chlorine
- **UV** - kills bacteria & germs to disinfect water - never worry about 'boil water alert' again!
- **Reverse Osmosis** - purifies your drinking water. Includes designer faucet.



Hardness, Taste & Odor - softener eliminates hardness and carbon filter eliminate chlorine to give you healthy 'working water'.

UV Protection adds redundant protection from organisms and other biological threats in the water. Never worry about a 'boil water alert' again with this added defensive measure.



Reverse Osmosis provides the ultimate safe drinking water.

The Platinum Package includes a designer faucet of your choice AND the pH booster enhancement for terrific tasting drinking water.

Well Water Bundle (for unchlorinated well water) includes:

- **Water Softener** - softens water. *Note: does not include carbon filter as in Chlorinated Water Package.*
- **Chemical Free Iron Filter** - removes stubborn iron, manganese and sulfur without chemicals
- **UV** - kills bacteria & germs to disinfect water.
- **Reverse Osmosis** - purifies your drinking water. Includes designer faucet.



**To Learn More Schedule Our
Plumber to Perform A Free
Water Test To Learn What's in
Your Water!**

Call (810) 985-7103

Vincent's Heating & Plumbing, Inc.
www.VHPinc.com

Financing is available.

Are You Concerned About The Condition Of Your Main Sewer Line?

Aging sewers can have hidden problems. Left unaddressed these can become bigger problems that in order to fix may require excavating your yard and creating a mess. The better course is to discover any problems while they still may be addressed by less expensive options that don't require digging up your yard as described in the September Vincent's News 'Through My Eyes' column. Here is a good opportunity for you get the answers that you need about your sewer:

GET A FREE SEWER VIDEO* INSPECTION

With Any Plumbing Repair Call Or Maintenance Visit

** There are some limitations, for instance you need an accessible clean-out that we can get to. If we have to remove a toilet to access the drain, there's a charge to pull it and reset it. (Consider having a clean out installed.) Also, your sewer has to be working - if it's backed up there will be a charge for clearing it first.*

If you don't have any plumbing issues that need immediate attention, here's an idea: Consider having your water heater serviced, if for no other reason than to make certain it is safe.

Did you know that water heaters are actually less safe than your furnace or boiler? On the [Michigan Department of Health & Human Services](#) website, faulty [furnaces and water heaters](#) are lumped together as the [leading cause of carbon monoxide poisoning](#) in Michigan. Having your water heater serviced helps you keep your family safe. For a complete list of all we do on our Plumbing & Water Heater Service visit www.VHPinc.com or use QR Code.



**To Schedule a Plumbing Call or Maintenance Visit Call
Vincent's Heating & Plumbing at (810) 985-7103.**

Ask for the Spring Free Sewer Video Inspection Promo.

Turn over for another money-saving offer...

Two Great Drain Maintenance Products - Same Great Price!

Now Choose Between a Long-Standing Favorite or our
new 'Premixed Liquid' with a Citrus Scent

Save \$10 Off the Regular \$50 Price of Either Drain Treatment

Offer Expires May 31

> 'Tried & true' since the '70's

Keep Your Drains Smelling Fresh and
Flowing Free the Natural Way!

BIO-CLEAN

Eliminates costly backups	Reduces build up in tank and pipes
Eliminates foul drain odors	Eliminate garbage disposal odors
No harmful chemicals	Restores clogged drain fields
Easy to use	Minimizes health and safety risks
Environmentally friendly & safe	GUARANTEED!

Regular price \$50 plus MI sales tax



BIO-CLEAN harnesses
natural bacteria and enzymes
to devour all the organic
waste that build up and clog
your drain lines.

> **Premixed Liquid' Drain Treatment with a Citrus Scent!**

Fight Drain Odor & Clogging



Total-C® is a water soluble formulation, containing ingredients that produce a pleasant, fresh citrus scent, which eliminates the source of odors and keeps drains smelling fresh. A small amount goes a long way toward maintaining an odor free atmosphere that all will appreciate!

- Fresh natural citrus smell
- Keeps drains free-flowing longer
- Treats the whole plumbing system
- Concentrated, makes 32 treatments
- Safe for the environment
- No harsh, toxic chemicals

Total-C® is engineered with 100% natural citrus liquefiers and enzymes that target and digest organic materials. Also combines long lasting drain conditioning bacteria that continues to keep drains free flowing and eliminates odors.

Regular price \$50 plus MI sales

For more information visit www.VHPinc.com....learn more on reverse side...

Word Search Solution April 2025

