

VINCENT'S NEWS

The 'Van-Go' Gallery

OWNER'S CORNER



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

67 Years of Excellence!



THROUGH MY EYES

One of the most important lessons I've learned over the years—both in college and in business—is that companies that grow quickly can struggle if the internal supporting systems aren't built at the same time. I often think of it like a tree: as it grows taller above the ground, its root system has to grow just as strong below the surface. When the winds pick up, it's those unseen roots



Our office staff rocks! They handle the behind-the-scenes tasks that are needed to deliver the great customer experience you expect.

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Did you know...

...that Vincent's Heating & Plumbing is a finalist for the 2026 Community Choice Awards? We'll find out if we have won again later this month.

Thank for your support and voting for us!

Spring Rains and Sump Pumps:

What Every Homeowner Should Know

April showers bring May flowers. But April showers also bring basement flooding. Springtime creates a perfect storm for water damage in homes. As the ground thaws and becomes saturated by rain, the water table rises quickly. Sump pumps, which often sit mostly idle during the winter months, suddenly have to work overtime to keep groundwater from entering your home.

Older, overworked sump pumps are much more likely to fail under these conditions. Every spring, we receive calls from

homeowners dealing with water in their basements or crawlspaces. Even small amounts of water can cause problems, as moisture and humidity create the right conditions for mold growth if cleanup isn't handled properly. In more severe flooding, mechanical equipment like furnaces or water heaters can be damaged. If water reaches electronic components, gas controls, or internal insulation, the equipment must be replaced to ensure safe operation. Homeowners insurance may help in these situations, but the process can be slow and frustrating.

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Spring Rains... (Continued from Pg. 1)

The good news is that you can greatly reduce the risk of a flooding nightmare by taking a few simple preventative steps.

1) Replace your sump pump proactively.

Sump pumps cannot be disassembled to inspect internal components, making it difficult to know how much life they have left. The best way to assess the risk of failure is by determining the pump's age. On average, sump pumps last 7–10 years, though some fail in as little as five. If your pump is older, replacing it before it fails can help you avoid costly water damage.

2) Install a backup sump pump.

A backup sump pump provides an added layer of protection and peace of mind if the primary pump fails. Many backup systems are designed to operate during power outages as well. Water

powered backups can be used in homes with city water, while battery powered options work with both city water and well systems.

3) Add a water alarm.

A Wi Fi water alarm alerts you when water in the sump pit rises above a set level. This can be especially valuable if you're away from home or even just at work, giving you time to act before water spreads into your basement.

4) Maintain the entire system —not just the pump.

Not all sump system failures are caused by the pump itself. Discharge lines can clog or collapse, preventing water from being removed. Older fittings can fail as well. I recall a situation where a basement flooded even though the backup pump worked exactly as intended. A rubber fitting connecting the backup pump had deteriorated over time. When the backup engaged, the fitting failed, spraying water throughout the

basement and damaging stored belongings. A simple inspection could have prevented the entire incident.

Whether it's an inch or a foot of water, basement flooding is always stressful. Fortunately, there are steps you can take to protect your home before problems arise. If you have questions about any of these options, Vincent's is here to help. Give us a call or ask your plumber or technician during your next visit.

And here's some good news - we're extending last month's sump pump specials for an additional month. Be sure to see the nearby insert for more helpful information and current offers.

- Brendan Squires

What Our Clients Are Saying ...



"Always Excellent Service! Today was the annual maintenance on my furnace (hot water boiler) and air conditioner. As usual I was not disappointed, Michael is so knowledgeable and patiently answers all my questions. I never worry about being overcharged or being told I need unnecessary work done. I can't say enough about the good work and honesty of VHP and Michael!"

- Sandy Dersam - Saint Clair

Through My Eyes (Continued from Pg. 1)

that keep the tree standing.

Back in the mid-1980s, as my brother David began growing the field side of our company, I focused on building those “roots” behind the scenes. VHP grew from a small, somewhat unorganized mom-and-pop operation into the well-run company it is today—not by accident, but through intentional effort over many years.

Most customers never see the amount of work our office staff does to support our technicians and keep everything running smoothly. Here’s a glimpse of what happens behind the scenes:

- **Call Taking & Dispatch:** Answering phone calls, helping customers with questions, supporting technicians, scheduling and rescheduling jobs, adding and updating customer records, dispatching technicians, and keeping customers informed when a tech is on the way or delayed.

- **Accounts Receivable & Clerical:** Filing permits, processing financing, posting service invoices, handling warranties, mailing statements, and maintaining accurate customer and equipment history.

- **Accounts Payable:** Issuing purchase orders, matching them with supplier invoices, posting those invoices, and paying vendors accurately and on time.

- **Inventory Management:** Ordering parts and equipment, receiving inventory, restocking trucks, maintaining organized parts bins, gathering all the equipment and supplies needed for the next day’s installation jobs & big plumbing projects, and conducting annual physical inventories

of all parts, materials, and equipment.

- **Facilities Management:** Keeping our shop clean and organized, maintaining our buildings and vehicles, keeping tools in good working order, and handling lawn care and snow removal.

- **Payroll & Human Resources:** Tracking labor time, processing payroll, paying payroll taxes, managing health insurance and retirement plans, and handling any required injury reporting.

- **Accounting:** Preparing financial statements, tracking assets and depreciation, managing vehicle and insurance records, and reconciling bank accounts.

In a smaller company, one person often tries to handle all of these responsibilities. Even with fewer technicians, that’s a tall order - and important details can easily fall through the cracks. That was true for us early on as well. Today, with over 15 techs in the field, we have an office team dedicated to making sure every part of the operation is handled properly.

The reason this matters to you is simple: it directly affects your experience. While our techs are the only part of the company you typically see, they rely on a strong support team behind them to deliver the level of service you expect. Long before a tech arrives at your door, our office staff is already working to make your experience smooth, timely, and professional.

Having the right people, systems, and infrastructure in place is one more reason Vincent’s Heating & Plumbing truly has “The Most Reasons to Be Your Best Choice.”

-Daniel Squires

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



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Past issues are available in PDF format online in the Van Go Gallery at: VHPinc.com/gallery by mid-month after the newsletter arrives.

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➡ 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 - Easter Time

O	Y	Q	C	M	K	C	P	U	B	M	Y	S	U	N	R	I	S	E	Y	Alleluia
P	U	K	E	M	R	F	A	L	P	L	O	S	H	C	E	A	Y	H	W	Blossom
A	I	U	L	E	L	L	A	N	I	L	R	S	H	R	E	T	S	A	E	Bonnet
M	Y	O	E	X	T	A	V	M	D	C	I	E	S	G	N	Z	J	C	L	Brunch
C	S	O	B	T	P	G	A	L	G	Y	E	F	L	O	J	V	O	A	A	Bunny
Z	T	I	R	E	N	F	D	H	J	R	P	N	T	M	L	W	Y	U	W	Candy
J	E	D	A	L	C	U	G	R	A	C	E	U	G	G	U	B	F	K	E	Celebrate
A	N	T	T	L	G	I	H	B	H	H	O	S	O	H	K	Q	U	T	N	Cheer
D	N	A	E	N	L	I	O	G	J	N	O	F	T	T	F	A	L	I	E	Easter
G	O	R	I	I	Q	J	V	J	G	F	X	P	Y	I	Q	L	L	H	R	Egg Hunt
M	B	R	L	X	R	Y	I	T	E	E	H	P	E	A	P	D	C	U	D	Faith
N	P	I	W	Y	I	R	L	B	X	R	F	H	W	F	O	N	Z	T	E	Family
S	E	G	S	C	N	U	V	B	U	N	N	Y	F	R	U	K	P	C	H	Grace
S	D	T	I	H	K	J	S	H	M	E	W	R	G	R	V	L	Z	U	U	Hopeful
E	S	I	M	O	R	P	U	C	G	T	P	P	B	S	C	B	M	Q	K	Joyful
M	G	O	C	G	Z	S	S	Q	O	P	T	E	P	K	T	U	G	Z	W	Lilies
																				Promise
																				Rejoice
																				Renewal
																				Spring
																				Sunrise
																				Uplift

Humor Section



A teacher asks her class of 3rd graders if any of them want to get a job like their dad when they grow up.

Little Tommy's hand shoots up and he says "I don't want the same job as my dad. I want to be a trash collector!"

Surprised, the teacher asks, "A trash collector? Why's that?"

Tommy replies, "My dad has to work every day. Trash collectors only work on Wednesday!"

Now that's good news!



WHY YOU DON'T WANT ANY DIRT ON YOUR FURNACE BLOWER WHEEL

A dirty furnace blower wheel is an important factor in how well your HVAC system heats and cools your home. If dirt or grease build up on the blades of your furnace blower wheel, it slows down how fast the wheel rotates and decreases the amount of air it moves. This makes your blower motor work harder,

This reduced air flow decreases system performance. As little as 1/10 of an inch of dust on your blower blades can have a dramatic impact on system performance, efficiency, and longevity.



Here's the impact of a dirty furnace blower wheel:

- **EFFICIENCY** – Expect higher utility bills with a dirty blower wheel. *Reduced air flow means your system must work longer and harder to satisfy your thermostat.*
- **PERFORMANCE** – Expect your home to be less comfortable with a dirty blower.
 - Reduced air flow decreases your HVAC equipment's heating & cooling capacity.
 - Your system won't keep up as well in extreme cold or extreme heat.
 - This also diminishes your air conditioner's ability to lower the humidity in the air.
- **LONGEVITY** – Expect more repairs and shortened equipment life.
 - With reduced air flow your furnace blower motor will overheat from using more electricity and eventually burn out.
 - With reduced air flow your furnace heat exchanger is put under more stress that leads to cracks from overheating. This shortens the life of your furnace.

THE SOLUTION: DON'T NEGLECT YOUR FURNACE & AIR CONDITIONING SYSTEM!

- 1) Change your furnace filter frequently!
- 2) Keep your system operating safely and performing well with annual maintenance.
- 3) Put 'Step 2' on auto-pilot by joining the Enhanced Service Plan!

With the Enhanced Service Plan your system will get the attention it needs like clockwork - you won't have to worry about anything. We keep track of when maintenance is due, automatically schedule it, and notify you when a tech can is coming. In addition to automatic scheduling and annual maintenance, you will also enjoy priority service, discounted pricing and peace of mind!

Call VincentsHeatingPlumbing.com (810) 985-7103

See reverse side for details and to read what other clients say.



"What Clients Say About VHP Maintenance:"

5 STARS "Excellent service! I rely on Vincent's for annual maintenance for my furnace and air conditioning and am always pleased with their professional expertise."

- Barbara Collins, Port Huron

- Vincent's News Exclusive Promotion -

Get VHP's Enhanced Service Plan & Save \$50 Off a Service or Maintenance Call, or Replacement!

For the next 12 months as a VHP Enhanced Service Plan client you'll get:

EXCLUSIVE ACCESS TO EXTENDED SERVICE HOURS	Year-round access to Extended Service Hours (daily until 10 pm) for emergencies - not available to the general public.
PRIORITY SERVICE	Priority access to service during normal working hours - same day or no later than next business day guaranteed.
ANNUAL CHECK UP	In 12 months we'll return for a 'wellness visit' to make certain your equipment is operating safely and delivering maximum performance. <i>The annual check up is a \$199.20 value if purchased separately!</i>
'NO NEGLECT' CHECK UP VISIT REMINDERS	VHP takes responsibility for setting up your annual check up when its due so you don't have to!
DISCOUNT SAVINGS	Save 10% off repair tasks for covered equipment. Save 10% off consumable maintenance items like filters, etc. Big savings for your eventual replacement of your furnace, boiler, or A/C with our \$50 annual contribution to your ESP Replacement Bank
PEACE OF MIND	You'll rest easier knowing that the most important system to keep your family safe and comfortable is getting the attention it requires.
AS LOW AS 37¢ PER DAY	All of the above for a budget friendly \$12.45 per month for each option or unit covered. (\$11.40 each with 3 or more options!)
RISK FREE - NO LONG TERM COMMITMENT	There's no contract - you can cancel anytime!

**SERVICE ACCESS, ANNUAL CHECK UPS
& \$50 OFF THE PRICE OF A CALL!**

Vincent's Heating & Plumbing, Inc. www.VHPinc.com sales@vhpinc.com (810) 985-7103

5 STARS "VHP has done the maintenance on my AC for years. I am sure this is why my AC has lasted and is in its 21st year!"

- Sally Smith, St Clair

Setting up an Enhanced Service Plan is as easy as making a phone call - or asking your tech on a repair service or maintenance call.

- As low as \$12.45 per month.
- No long-term commitments - you may cancel anytime

Get started today!

Call (810) 985-7103

5 STARS "The service is great, and the serviceman is awesome! Our annual check-ups are always easy to schedule at a convenient time for us. The reminder calls and the 'He's on his way' call is always appreciated. The peace of mind from knowing that our furnace will work when we need it is a blessing."

- Brian Campbell, Fort Gratiot

How To Get Your Sump Pump Ready For The Spring Thaw

While sump pumps are necessary year-round, with the end of winter and high ground water times around the corner we're coming into a time when sump pumps can work overtime. As such, if you have a sump pump, there are some things that you may want to consider to be certain that you're prepared. Here is a list of safety and operational things concerning your sump pump that you can inspect.

- 1) **Check your electrical power supply.** To make certain that you are safe, make certain that you are protected from an electrical shock – especially important with the pump in water. Your pump should be plugged into a Ground Fault Circuit Interrupter (GFCI) outlet. Press the test button to make certain it is working. Be sure to reset it when done. Also the power cord or the pump itself should be replaced if an examination of the cord shows any fraying or damage.
- 2) **Make certain the pump is positioned correctly.** It needs to be stable and upright in the pit. If there is a visible float switch, make certain that it moves freely. A stuck switch can prevent the pump from activating.
- 3) **Make certain that there isn't any debris, sediment or sludge in the sump pit** that can clog the pump and prevent it from functioning.
- 4) **Check to make certain that your sump pump is clean from sludge** buildup that can restrict water flow. The water quality of the ground water can be a big factor here. Locally some areas have manganese or iron content in the ground water and be prone to creating sludge that can clog up pump discharge lines and sump pump impellers. Here is how you can inspect it:
 - a) Unplug your pump from electrical power.
 - b) Disconnect the pump from the discharge pipe and lift it out of the pit. ***See photo on reverse side.***
 - c) Clean the exterior – including the inlet screen – from any sludge. You can take it to a car wash to use the power washer.
 - d) While it's removed, check for signs of corrosion or wear. If there is obvious wear, you



In this photo our plumber, Sean, is working on a double sump-pump system.. Here the second sump pump is installed above the first pump so if the water volume is greater than what the first pump can handle - or if the first one fails - the second sump pump will start pumping water.

may want to replace it.

- 5) **Before reconnecting the pump, check the discharge line.** Make sure that it isn't obstructed or plugged and that water is directed 20 - 25 feet away from your house so it doesn't seep back in.
- 6) **Reconnect the pump, plug it in, and make sure it's working.** You may need to dump a bucket or two of water into the pit to trigger the pump. Make sure it is operating promptly and removing the water.
- 7) **If you have a backup sump pump check it at the same time.** If it has battery, note the condition and charge level. Replace it as per the manufacturer's recommendations.



It's a good idea to do these tasks at least once a year, although if your pump experiences high usage, consider doing it more frequently. When it comes to making certain your sump pump will work, an 'ounce of prevention' is absolutely worth a 'pound of cure'.

If you're uncertain about checking your power, during March our techs will take care of item **1) Check your electrical power supply'** for you at no additional charge on any service or maintenance call.

Protect Your Home From Water Damage!

Spring Sump Pump Promotion

3 Great Offers to Choose Between:

- 1. Replace Your Sump Pump and Save \$50 Off the Regular Price.**
- 2. Add Or Replace A Backup* Sump Pump And Save \$100 Off The Regular Price. (*Battery Or Water Powered*)**
- 3. Replace Your Sump Pump AND Add Or Replace A Backup Sump Pump And Save \$200 Off The Regular Package Price.**

To take advantage of this offer call Vincent's Heating & Plumbing at (810) 985-7103 and ask for the

Spring Sump Pump Promotion

Offer Expires May 31, 2026 Financing Available!

Did Something Get Flushed Down The Toilet & Cause A Backup?

Sewer Clearing from **\$99**
Plus FREE Sewer Camera Inspection!
Call (810) 442-8025



VHP VincentsHeatingPlumbing.com



The \$99 charge covers 1/2 of labor & sewer machine usage charge to clear a backed up external sewer line.

There must be an accessible and serviceable cleanout fitting. Extra charges may apply. Call for details.

2026-04

Turn over for another special promotion...

DON'T LET HIDDEN SEWER PROBLEMS TURN INTO A COSTLY DISASTER

Aging sewer lines often hide serious issues. If you've ever had a backup caused by tree roots, that's not just a nuisance—it's a warning sign: your sewer line is broken, and the problem will only get worse. Left untreated, small breaches grow, roots spread, and backups become inevitable. Repairs at that stage are messy, expensive, and often require tearing up your yard to dig out the line.

The smarter choice? **Catch problems early**—when they can still be fixed with far less disruption and cost. Get a Sewer Video Inspection.



USE THE QR CODE TO VIEW A 'BEFORE & AFTER' SEWER VIDEO INSPECTION VIDEO.

INCLUDES A SPECIAL OFFER TO LEARN HOW YOU CAN GET A FREE VIDEO SEWER INSPECTION FREE .



Marvin had to dig up and replace the line to get rid of this root mass.

Vincent's Heating & Plumbing (810) 985-7103 www.VHPinc.com

TURN OVER FOR ANOTHER SPECIAL OFFER ➡

2026-04

Turn over for another special promotion...

Word Search Solution – April 2026 – Easter Time

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