

# VINCENT'S NEWS

The 'Van-Go' Gallery



## OWNER'S CORNER

65 Years of Excellence!



Best Residential HVAC Company  
Best Plumbing Company

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### Did you know...

... there is an Employment Inquiry form accessible from the Contact tab on our website?

([www.VHPinc.com](http://www.VHPinc.com))

It also lists the benefits available at Vincent's Heating & Plumbing.

## THROUGH MY EYES

Last month I shared our screening process for making certain that a job applicant for a tech position is a good fit to join our team.

You may have been surprised to learn that technical ability or prior experience is not our first consideration. In this, we're out of step with most of the industry. Our primary concern is whether we feel the applicant has the characteristics to deliver the type of customer experience and satisfaction that you've come to expect. We value technical ability, but the 'experience' of a recent job

**Continued Page 3**

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



Here Brandon is holding a massive root cluster that he removed from a clogged sewer recently. Once it was out the sewer flowed freely. A video inspection would have revealed the developing problem before it became a messy back up.

See nearby insert for a special offer!

## Are You Ready For A Brave New World Of Air Conditioning?

The A/C world is undergoing a complete 'makeover'. In 2023, the U.S. Dept. of Energy raised the minimum allowable efficiency for air conditioners. Now in 2025, the U.S. Environmental Protection Agency (EPA) is requiring that all residential A/C units made in the U.S. use A2L refrigerants because they have a lower 'Global Warming Potential' (GWP). Unfortunately, HVAC manufacturers have not agreed upon a common refrigerant. Going forward two different A2L refrigerants are being used in air conditioners: **R-32**, and an R-32 derivative called **R-454B**.

While this might not seem like a

big deal, it is. Due to the properties of the new A2L refrigerants, as well as the shifting of the industry, you can expect '*bumps in the road*' for the first summer of these new refrigerants. Let me explain:

### "Semi-Flammable" refrigerants

One of the biggest differences is that new A2L refrigerants are semi-flammable, but you shouldn't worry. YouTube has several underwhelming videos of people trying to ignite A2L refrigerants. They reveal that there is little difference in flammability between A2Ls and refrigerants already in your home. Further, the risk from A2L

**Continued Page 2**

## Brave New World... (Continued from Pg.1)

refrigerants is minor compared to propane or natural gas used in heating systems.

Still, furnaces and A/Cs now must be equipped with a control that senses A2L gas. This sensor prevents the unit from running and turns on the blower to clear out the refrigerant until the gas has completely dissipated. This is why the first change that I foresee is that small refrigerant leaks will become a big hassle. Once, it may have been possible to top off your A/C every couple years. But now, a leak will require action to make sure your furnace and A/C work or operate correctly.

### **Refrigerant Availability**

Until now we only needed to carry two refrigerant jugs on our service vehicles, plus cannisters for the removal of refrigerant. However, the number of refrigerants just doubled, and there isn't enough room on a service truck for all these new and old refrigerants! Within 3 to 5 years, I expect that R-22 - the refrigerant used in most A/C units until 2010 -

will be removed from HVAC vehicles to make room for these newer refrigerants. This only makes sense since the R-22 A/Cs are already at the end of the expected 15 to 20 year service life. Further, the manufacture and import of R-22 was banned in 2020, which is driving up the price of R-22 every year. If you have an R-22 A/C, plan on replacing it soon.

However, if your A/C was manufactured between 2010 and 2024, you have an R-410A unit. This refrigerant should not be affected for a long time, as we expect to service these units for the next 15-20 years.

### **The Chaos of Change**

Hopefully, many of these changes are years away. But it's shaping up to be an exciting summer if you're a fan of chaos. During COVID we experienced shortages of air conditioners as well as parts and equipment. We're on a similar path as there's already an R-454B shortage. Hopefully, those of us using

R-32 - which all Amana equipment uses - will remain unaffected. And now with tariffs on the world stage, increased prices as well as supply chain disruptions should be of little surprise.

If you've been thinking about replacing your A/C, consider doing so before summer gets into full swing.

Personally, I replaced my perfectly working, 25-year-old, R-22 air conditioner two years ago because I saw the writing on the wall. By doing this sooner rather than later, you can avoid any equipment delays and price increases that might happen during the summer. See the nearby insert for some good news on this front.

Finally, if you haven't had your A/C looked at in over a year, it would be wise to have it maintained by one of our techs. We can assess any problems that are developing and offer guidance about your system's longevity.

- Brendan Squires

## **What Our Clients Are Saying..**



"VHP saved the day with excellent service! We had lost heat overnight and called Vincent's ASAP. Brandon was a total professional. He was very courteous, efficient, really nice and down to earth. He did a super job explaining the issue and fixed it like the total pro that he is. He was great and gave us recommendations to make sure we were safe and that our equipment was working properly. We soon had heat and highly recommend Vincent's Heating & Plumbing."

- Marney Williams, St Clair

## Through My Eyes (Continued from Pg.1)

prospect illustrates why we approach things differently – especially when it comes to ‘prior experience’:

I set up an interview with a young man who sent us an Employment Inquiry from our website. He was working for another HVAC company but was looking to change. I quickly learned why. He liked HVAC, but the company that he was at didn’t provide any training. He wanted to work for a company that would.

He was completely new to the industry when he was hired and shared that his entire training consisted of riding with another tech for three weeks. After this they gave him a van and put him on his own doing maintenance and service.

He made it through with the help of other techs and by looking at ‘how-to’ videos on YouTube. It bothered him and he’d even lost sleep because he knew that he might miss things that could affect his customers and put them at risk. He’d taken his concerns to his supervisor and asked for more training but was blown off. The company was too busy and couldn’t afford to train him.

**At Vincent’s Heating & Plumbing we place a big emphasis on training.**

He figured out on his own that he could provide better – and safer – service for customers with a combustion analyzer so he bought one. And because he was the only one in the entire company with one, he taught himself how to use it – again by watching YouTube videos. This is something that all our

techs – including our plumbers – receive specialized training for in order to know how to use it correctly.

Still, I gave him a lot of credit for the initiative that he’d shown and for realizing that he needed more training. We don’t know what we don’t know. He at least suspected it and was trying to do something about it and better himself.

At Vincent’s Heating & Plumbing we place a big emphasis on training. We’re ‘old school’ in that we don’t rush people out into the field – we want to give apprentices time to learn the trade working alongside experienced techs before ‘*throwing them in the deep end*’. We’re also ‘new school’ in that we will invest in the training to establish the proper foundation needed for the job.

This is why we’re not as concerned with a job applicant’s ‘experience’ as other companies are. First, because we know that ‘prior experience’ may be of questionable value. Unfortunately, the details I described above are more typical than you might expect. Second, when we hire someone, we’re going to make certain that they know what they need to before we put them on their own.

Finally, often the bad habits learned at previous jobs are too established to retrain or unlearn. This is why we want to find the right person first. We offer a satisfaction guarantee on every job, so sending the right person to you is our top priority.

And if you’re wondering about the young man I interviewed, I hired him and now he’s getting the training he wants and needs.

– 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.

## Word Search - Flowers Are Here Again

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

[VHPinc.com/gallery](http://VHPinc.com/gallery)

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

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Begonia  
Carnation  
Daffodil  
Dahlia  
Freesia  
Geranium  
Gladiolus  
Hibiscus  
Hyacinth  
Iris  
Lavender  
Lilac  
Lily  
Marigold  
Orchid  
Pansy  
Peony  
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[www.vhpinc.com](http://www.vhpinc.com)

*The Most Reasons to be  
Your Best Choice*

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## Humor Section



*Short takes...*

*The inventor of the air conditioner died. His funeral was attended by thousands of fans.*

*I didn't get a warranty on my air conditioner, but it would be cool if I did.*

*Now that's good news!*

*"Peace I leave with you; my peace I give you. I do not give to you as the world gives. Do not let your hearts be troubled and do not be afraid."*

*- John 14:27*

# FREE DUCT CLEANING

## When You Invest In A NEW HEATING & COOLING SYSTEM\*

EXPIRES MAY 31, 2025



**VHP** VincentsHeatingPlumbing.com

\* A new heating system includes a forced air gas furnace, a split system air conditioner or air to air heat pump or an air handler with an air to air heat pump. In addition, we have promotional payment options available, ask for details. To schedule a no-cost appointment to explore your options, call Vincent's Heating & Plumbing at **(810) 985-7103** and mention this insert.

*See reverse side for a note from company president, Daniel Squires*

A note from Vincent's Heating & Plumbing company president, Daniel Squires:

There's a lot of economic uncertainty right now. The HVAC industry is dealing with inflation in the cost of raw materials like copper, steel and aluminum. In addition, EPA rules require air conditioners to use new refrigerants this year. Both factors have caused HVAC equipment costs to soar – and who knows what tariffs will do?

At Vincent's Heating & Plumbing, we're trying to provide some price stability. We stocked up on furnaces and air conditioners before an announced price increase to lock in our cost. We did this so we wouldn't have to raise our HVAC equipment prices just before the summer cooling season. So until June 30 we're leaving our HVAC equipment prices unchanged.

To take advantage of these savings, call us at **810-985-7103**. We'll send a tech out to evaluate your HVAC equipment needs and give you options. But don't delay – to be fair this is on a first-come, first-served basis – call today!

Yours for better service – Daniel Squires



*See reverse side for another great opportunity...*

# **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](http://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	<b>GUARANTEED!</b>

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](http://www.VHPinc.com)....learn more on reverse side...

Word Search Solution May 2025

