

VINCENT'S NEWS

The 'Van-Go' Gallery

OWNER'S CORNER

67 Years of Excellence!



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Did you know...

...that this month is the voting round for the annual **'Best of the Blue Water Area' Community Choice Awards'**?

See the nearby insert for info on how you can vote. Please help us retain our titles!

THROUGH MY EYES

People say that nothing can prepare you for having children. One thing that I was unprepared for was when my wife told me about a call she received from our children's daycare. Our son had clogged their toilet. He had been sneaking off and flushing toys down the drain. They had to call someone multiple times to get it unstuck - if only they had called me first Vincent's could have

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



VHP tech Nathan performing annual service on a hot water boiler. This provides peace of mind and savings for our Enhanced Service Plan clients.

How Changing Air Pressure Conditions Can Create A Carbon Monoxide Risk In Your Home

In my younger days I prided myself on my willingness to try weird foods. Crickets, ostrich meat, and frog legs, if you put it in front of me, I would eat it.

However, when I was in college I took a trip to Japan, and nothing could prepare me for what I ate there! I tried many strange foods on that trip. But there is one dish that I never had the opportunity to eat. And today, I am not so sure that I would.

That dish is 'fugu' or 'pufferfish'. In the news, every so often I read about some poor, unfortunate

soul getting poisoned and dying after consuming this fish.

Pufferfish secrete powerful toxins to ward off predators. Chefs train for years to prepare this fish properly but accidents can happen. With a wife and two small children, I have reasons today not to play the odds.

Like pufferfish chefs, heating technicians train so that our customers won't be poisoned by a lethal substance (CO), that we deal with daily. Although accidents happen in our industry, they are mostly due to lack of training.

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Changing Air Pressure ... (Continued from Pg. 1)

At Vincent's Heating & Plumbing, to make certain that we keep our clients safe we invest a lot of resources in training. But even we can have knowledge gaps, as I found out earlier this year when a technician noticed a water heater spilling exhaust into a basement during a routine furnace inspection.

It was puzzling. None of the many techs who had been to this home before had noticed the problem. But the photographic evidence was conclusive: CO was leaking.

The customer was understandably concerned. We agreed to send another technician a few days later to verify the problem. However, the next technician could not replicate the CO leak.

We had a mystery on our hands. We found the solution in a field most contractors ignore: Building Science.

The condition that caused the water heater to spill

exhaust products and CO is called "depressurization." For instance, when a bathroom exhaust fan is on, it sucks additional air from a home, and if the air leaves faster than it can be replaced, the home becomes depressurized.

Depressurization can overcome the natural draft of a chimney or exhaust leading to CO in a home. Even closing a door or opening a window can theoretically shift the balance between safe and unsafe. When the second tech was in the home, the pressure conditions had changed, so the water heater seemed safe. This explained the discrepancy between what the two technicians found.

We have now implemented a test procedure that reveals any dangerous depressurization conditions that may exist in a home. This means that corrective measures can be taken to protect our clients from exhaust products



Rust stains and melted plastic grommets on the top of a water heater are tell-tale signs of a back drafting water heater.

back drafting into the home. This is important because even low levels of CO have adverse health effects. Headaches, lethargy, and flu-like symptoms are all caused by low-level CO exposure, which most CO alarms do not detect.

Having low levels of CO in your home is like eating pufferfish with just enough toxins to make your toes tingle. No thank you!

This is why we have trained our techs to test exhaust appliances under depressurization conditions. This service is now free with any maintenance visit. See the nearby insert for more information.

- Brendan Squires

What Our Clients Are Saying ...



"Outstanding! Vincent's Heating and Plumbing has become my trusted provider. They have replaced my boiler, hot water heater, water softener, and installed a sump pump. Each job was done with pride in work, care in installation and great tradesman. I would recommend this company and their team to anyone. Thank you!"

- Kathleen Rhines - Peck

Through My Eyes (Continued from Pg. 1)

taken care of it. I was conflicted. On one hand I was embarrassed by his behavior, but it was also thrilling to see him showing interest in the family trade!

It became a lot less thrilling a few days later. My son likes to use the toilet by himself. One night while he was using the potty I realized that he had been in there a little too long and was suspiciously quiet. Suddenly, I had the thought of him flushing toys down the toilet at daycare. I flew out of my seat and darted over to the bathroom. Everything looked in order until I noticed the roll of toilet paper was conspicuously gone. I took one look at my son's face and one look at the toilet. You didn't need to be Sherlock Holmes to figure out what happened.

Fortunately, it was not the only toilet in our home. I had thought about replacing this toilet in the past. Now I finally had the perfect excuse to do it. It's not easy to find time for surprise projects, especially with small children at home. But in situations like this, as a husband, there is an understood timeline within which this must be dealt, and since this is in my professional purview, I am going to be the one to deal with it. I had the toilet ordered soon after and everything went smoothly.

I started thinking as I was assembling the new toilet: even though it was inconvenient, I take for granted how effortlessly I can get this done. I have the skills and know-how to make this replacement happen and parts readily

available. I think of times when I have had furnace problems as well. One that comes to mind is a frigid night a few years ago when my furnace blower quit. It was around 10 pm before I realized that the temperature was dropping in the house. However, I had everything I needed to diagnose and fix my furnace in my driveway. My furnace was running again within a few hours, and I was in bed shortly after midnight.

As a technician, it can be hard to remember how stressful a situation like that is for most people: anxiously trying to get some sleep, calling a service company, taking off work, having a stranger in your home, etc.

What is the best way to avoid situations like these? After proper installation, maintenance is the most important thing to prevent breakdowns. When you have your equipment maintained by Vincent's Heating & Plumbing, we do more than check your mechanical systems. Our technicians and plumbers are all certified Carbon Monoxide & Combustion Analysts and can perform CO testing for combustion appliances to make sure the equipment we work on is operating safely. Also, members of our Enhanced Service Plan have access to extended hours and priority service so if the equipment does fail, we can get it fixed even sooner.

If you are interested in more information, give us a call at 810-985-7103.

- **Brendan 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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Word Search - Winter Activities

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

First time ever in a 'big city store', a father and son are on their own while mom shops. They watch a frail looking lady hobble over to a set of doors and press a button on the side. Thirty seconds later a bell rings. The doors slide open revealing a small room. She walks in and the doors slide shut. Curious, they continue to watch the doors. A minute later the bell rings again and the doors reopen. Their jaws drop as a gorgeous young woman walks out. Wide-eyed, the father says, "Go get your Ma, son!"

Now that's good news!

"Cast your cares on the Lord and he will sustain you; he will never let the righteous be shaken."

- Psalm 55:22