

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."

66 Years of Excellence!



INSIDE THIS ISSUE:

<i>Through My Eyes.</i>	1
<i>Control The Humidity</i>	1
<i>Did You Know</i>	1
<i>What Our Clients Say</i>	2
<i>Word Search.</i>	4
<i>Humor</i>	4
<i>Now That's Good News</i>	4

Did you know...

...that by upgrading to the VHP Enhanced Service Plan that you can unlock additional perks and benefits? For details and a money-saving offer scan here:



THROUGH MY EYES

Recently, my wife Karen and I were out of town without a vehicle. We needed a ride to a location in the center of town. I love the convenience of ride sharing apps and I arranged to be picked up by Lyft. The driver showed up quickly and off we went. Everything was fine except the drop off. Our driver let us off in front of a parking garage, but we didn't know where to go because there was no signage or directions to our ultimate destination.

We walked down the street toward a nearby door but quickly realized

Continued Page 3



Every morning our techs get together to prepare for the day and to share lessons that were learned on the prior day. This way the entire team can benefit. Here is a recent photo with some of our HVAC technicians.

Control The Humidity In Your Home To Optimize Your Comfort And Lower Your Utility Bill

The level of humidity in your home has a big impact on your comfort and your HVAC system. Reducing the humidity level in your home in **hot summer months** means you won't need to use your AC as much because you can keep the temperature in your home at higher settings and still feel comfortable. As a bonus, this translates into **lower utility bills** and **less wear and tear** on your AC because of the reduced run time.

The opposite is true in the heating season. Increasing the humidity level in your home during **cold winter months** means you can keep the temperature in your home at lower settings and still feel comfortable. And as with your AC, using your furnace less **saves energy and wear and tear** on your furnace. Here's why:

In hot summer months, while

Continued Page 2

Control The Humidity ... (Continued from Pg. 1)

we we focus on the heat, it's the humidity in the air that makes us feel uncomfortable. This is why people say that dry heat is more comfortable. Our bodies have a natural cooling mechanism: perspiration - sweat - evaporating from our skin that makes us feel cooler and more comfortable.

Without getting too technical, when the moisture evaporates from our skin it also takes heat energy from us which makes us feel cooler. But this evaporation can't take place when the air is too humid and so we retain our heat and feel uncomfortable.

Your home's HVAC system needs two things to cool and dehumidify your home to make it comfortable:

- *correctly designed ductwork to insure proper airflow*
- *an air conditioner that is sized correctly to match the cooling load on your home.*

If your ductwork is inadequate or if your air conditioner is too big for your home's cooling load, your AC may cool okay, but it won't

dehumidify as well as it should which makes you feel uncomfortable. This causes people to lower the temperature setting on their thermostat, thinking that there's too much heat when it's really too much humidity.

While comfort is subjective, typically keeping your home at 75° should make it comfortable. If you need to keep it lower than 75° to be comfortable, there may be issues with your HVAC system design.

Short of correcting duct work issues and/or replacing your AC with one that is better matched to your home's cooling load, adding a whole home dehumidifier can help compensate for these shortcomings. A whole home dehumidifier assists your AC so you can keep your thermostat at a higher temperature setting and still be comfortable.

In cold, winter months we have an opposite goal. In the summer, we want perspiration to evaporate from our skin to feel cooler. But in the winter, we want to slow down evaporation to feel warmer. Keeping perspiration on our skin helps us retain

moisture and our body heat.

Because air is naturally dry during the winter months, adding moisture to the air in our homes helps us feel more comfortable. And, of course, to do this we need a humidifier. Plus, adding humidity in the winter also provides additional benefits such as reducing static electricity and boosting our natural immunities. It helps our bodies defenses by protecting our sinus mucous membranes from drying out which makes us more susceptible to germs and viruses.

One final note about humidity. Too much or too little is unhealthy and can damage your home and furnishings. It's important to keep it in between 40% to 50% RH (relative humidity). Air that is too dry can create static electricity and affect our sinuses, while high humidity levels can cause mold. Consider getting a humidity meter to monitor the amount of humidity in your home. See the nearby insert for more info.

- Daniel Squires

What Our Clients Are Saying ...



"Your company is #1 in my life! I discovered that my 17 year old water heater had flooded my utility room. I called and Nancy fit me in the schedule the same day. You sent two very nice employees that cleaned up the water and installed a new water heater and were out the door by 3 p.m. Wow!"

- Jennifer Bohs, Lexington

Through My Eyes (Continued from Pg. 1)

that it was not going to get us where we wanted so we retraced our steps to where we had been let off. We were baffled about where to go next. Now the kicker for me is that the driver had not moved from where he had let us off. It was obvious that we were confused, so you might think that he would get out or roll down a window to direct us, but no.

Finally, a passer-by explained that we would have to walk through the exit into the parking garage and make our way to an elevator that would take us to our destination. We followed these new instructions and found our destination.

While I was frustrated with the lack of markings and directions, my bigger frustration was with the inattentive driver. There were a lot of things that were great about our experience, but for that last detail: what to do next.

Since Vincent's Heating & Plumbing is in the business of providing service, I always pay attention to the service I receive from others. I'm critical when I receive poor service and appreciative when I experience great service. In either case I'll reverse engineer what caused me to feel the way that I did so that I can incorporate the good and avoid the bad in the service that we provide for our clients.

We have regular service meetings, and I'll use these experiences as object lessons with our techs. Sometimes it's to reinforce behavior and practices that we already know and to remind our techs of what we expect. Other times there are new things that we can learn and add to our processes.

This experience made me question how well we do at communicating the next step to our clients - we don't want to leave people wondering what to do next as Karen and I were by our Lyft driver. I've already shared this story in one of our technician service meetings. I used it to remind our techs to follow our processes when additional actions are needed to obtain needed parts or information. I explained how like the Lyft driver, we can do all the right things but undermine all the good we do by failing to go the next step.

Our Enhanced Service Plan is another important 'next step'. This allows us to make certain that your home HVAC and plumbing systems continue to perform well and operate safely and efficiently. Plus, as the name describes, with an Enhanced Service Plan (ESP) there are perks that aren't available without it. An important perk is the peace of mind that comes with having your equipment serviced annually - and at reduced rates.

There are also other money-saving opportunities such as service discounts that give you reduced pricing and a \$50 annual credit toward future replacements. But I think the most important benefit is the Enhanced Service as the name describes. This includes priority service over non-ESP clients and exclusive extended service hours - again, not available to non-ESP clients. [Scan the QR Code on the bottom of the first page for more information.](#)

I want to make certain that you, as a client of Vincent's Heating & Plumbing, have the information that you need for your next step.

- Daniel Squires



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

www.VHPinc.com

"The Most Reasons to
be Your Best Choice"

810-985-7103

E-mail:
sales@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
by mid-month after
the newsletter arrives.

➡ SUBSCRIBE

If you know someone
who would like to
receive this
newsletter, email
their information to
news@hvpinc.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 - Major League Baseball Teams

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

Angels
Astros
Athletics
Blue Jays
Braves
Brewers
Cardinals
Cubs
Diamondbacks
Dodgers
Giants
Guardians
Mariners
Marlins
Mets
Nationals
Orioles
Padres
Phillies
Pirates
Rangers
Rays
Red Sox
Reds
Rockies
Royals
Tigers
Twins
White Sox
Yankees

Humor Section

"To be is to do"

- Socrates.

"To do is to be"

- Jean-Paul Sartre.

"Do be do be do"

-Frank Sinatra.



Now that's good news!

"You will keep in perfect peace those whose
minds are steadfast, because they trust in you."

-Isaiah 26:3

**BULLETIN: RECENT CHANGES IN THE TAX LAW MEAN THAT YOUR
WINDOW OF OPPORTUNITY TO TAKE ADVANTAGE OF THE FEDERAL
HEAT PUMP TAX CREDIT CLOSES ON 12/31/2025**

**Upgrade your
HVAC system
and Lower Your Heating
& Cooling Bill with a Heat Pump**
Plus get up to \$3,700 in tax credits & rebates.
Payment options available.



VHP VincentsHeatingPlumbing.com

- The majority of the current savings described in the above offer is a maximum \$2,600 federal tax credit that now expires this year.
- The remaining front-end savings is with an instant Amana S-Series Heat Pump factory rebate.
- The back-end savings are from the reduced utility bills that you will enjoy. The inverter technology increases energy efficiency by up to 30% or more to help lower your electric bill in the summer and your gas bill in the winter
- The Amana smart thermostat lets you control your unit with all of your smart devices - including voice control.



Scan the QR-Code for more Information and to hear for yourself how much quieter an S-Series is:



To take advantage of these savings before they're gone call Vincent's Heating & Plumbing at (810)-985-7103 and set up a free, no obligation quote to upgrade your HVAC system

Payment options are available. www.VHPinc.com

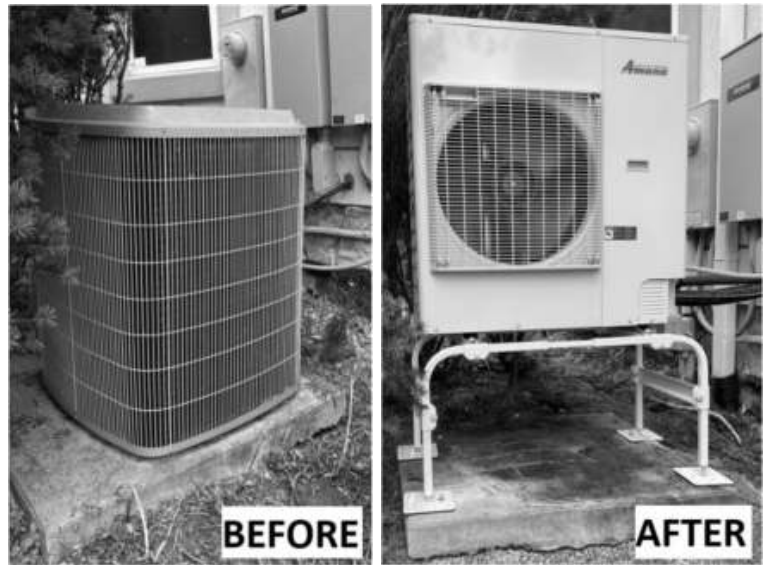


The Amana S-Series Heat Pump or AC looks great installed...

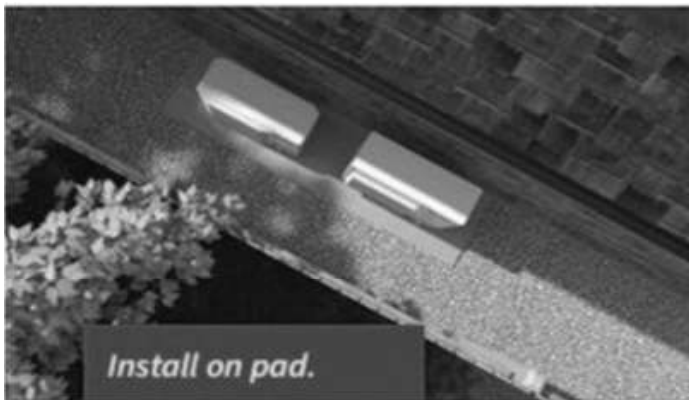
Here we replaced an AC unit with a heat pump. We don't worry about snow on the ground with an AC, but a heat pump must be elevated. This explains the stand it's on.

The Amana S-Series has a space-saving small profile that is less than 1/3 the size of a standard outside condenser.

Also, say goodbye to a noisy outdoor unit, you'll enjoy peace and quiet inside and out with an Amana S-Series heat pump or AC.



Here are more space saving configurations:



S **L** **I** **M** **S** **O** **U** **N** **D** **S** **M** **A** **R** **T** **S** **A** **V** **I** **N** **G**
Amana Heating & Air Conditioning
S-SERIES





Humidifiers & Dehumidifiers Are The Tools You Need To Control Humidity In Your Home

See Reverse Side for Optimum Relative Humidity Chart

**Keeping Your Home In The
Optimum Humidity Range For
Comfort & Health Year Round
Requires Both Humidification
and Dehumidification**



PROTECT YOUR FAMILY'S HEALTH

By keeping your sinuses and airways moist, you reduce the potential for bacteria and viruses to enter your body. Aprilaire humidifiers are proven most effective at providing optimum levels of humidity.

PROVIDE TOTAL COMFORT

Aprilaire whole-home humidifiers & dehumidifiers provide maximum year round comfort throughout your entire home. Say goodbye to dry skin and that unnecessary chill during dry winter months and that hot, sticky feeling in during the humid summer months!



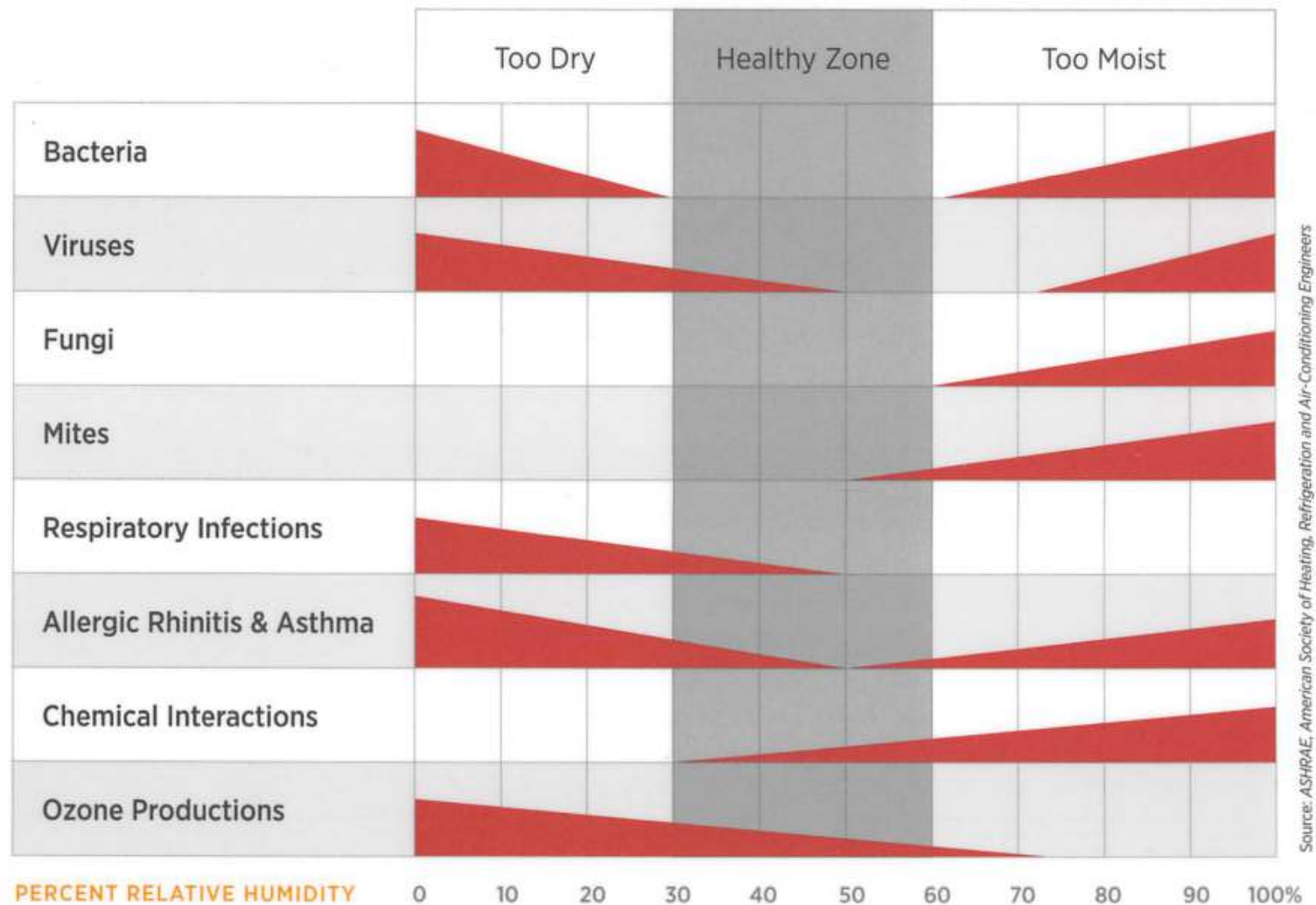
Summer Promotion: Save Up To \$300!

- **Save \$100 When You Have Us Install An Aprilaire Humidifier**
- **Save \$100 When You Have Us Install An Aprilaire Dehumidifier**
- **OR SAVE \$300 WHEN YOU INVEST IN BOTH!**

**Call 810-985-7103 and Ask For Vincent's Heating & Plumbing's
Aprilaire Summer Promotion - Expires 9/30/2025**

Optimum Relative Humidity Range for Human Comfort & Health

A decrease in bar height indicates a decrease in effect for each of the items.



Vincent's Heating & Plumbing's Aprilaire Winter Promotion
Save Up To \$300! See Reverse Side For Details

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