

# 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!



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## Did you know...

...that January is the #1 month for residential building fires?

An annual furnace or boiler safety inspection can help you prevent a heating fire in your home.

## THROUGH MY EYES

I was just entering high school in 1972 when my father, Ray Squires, hired Dave Frazier. Then, in 1983, he hired Nancy Schindler. Both were key contributors to Vincent's Heating & Plumbing over the many decades they worked here. Both retired in 2025.

Dave was my dad's first hire, and he fondly referred to him as his 'best hire'. Regarding his technical skills, Dave eventually became a master plumber

***Continued Page 3***



In 2025 we had two important team members, Dave Frazier and Nancy Schindler, retire. Dave joined the team in 1972 and Nancy in 1983 - that's a long time! Surrounding them are V.P. David Squires on the left and me, Daniel Squires.

## Devastated Homeowners Pay Dearly For Illegal Plumbing Connection They Were Unaware Of

Early last year we were called out for a sewer backup. When our tech arrived, he discovered that a restoration company was already at the house. They were cleaning up water damage on the main floor and the basement - all damage connected to the sewer backup. But that turned out to be only the tip of a very large iceberg.

The homeowner had returned from a weekend away to a flooded house. During their few days away, water had covered the entire main floor, leaked through the subfloor, and poured into the basement.

It turned out that in the past

someone had gotten the "great idea" to tie the discharge pipe from the sump pump in the basement directly into the main sewer line.

Doing so was a convenient way to dispose of all the groundwater coming into the house sump pit. But doing so is prohibited and illegal by code. Municipalities don't want clean groundwater entering sanitary sewers, which are designed only for wastewater.

Sump pump discharge water can be pumped into a storm sewer, a ditch, or another place away from the home, but it must not be pumped into the city sewer.

***Continued Page 2***

## Illegal Plumbing Connection ... (Continued from Pg. 1)

Whoever did this probably assumed it didn't matter and, besides, who would ever know?

On this weekend, there was excessive ground water, in part due to snow melt. And when the main sewer plugged all the water began backing up. There were no basement floor drains to provide a relief point for the water backing up. Further the check valve on the sump pump discharge line served its intended purpose to prevent the water from backing up into the sump pump pit. So, with nowhere else to go water filled the drain lines and then was forced up the drain each time the sump pump turned on.

Eventually the water found an exit point - most likely it overflowed from the toilet on the main floor. And every time the sump pump turned on, more water flooded the main floor.

The water dispersed in all directions, ruining the floor

and anything touching it including the drywall. Plus, it rained down into the basement where it ruined the items stored there.

By the time the homeowners returned, hundreds of gallons of water had flooded their home. This was how they found it when they got home.

Unfortunately, as bad as this is, it gets worse. Their homeowner's insurance company denied their claim because it was caused by an illegal plumbing connection. There was no help for the huge clean up and restoration costs for the flooding.

How can they do that? Most insurance policies contain explicit exclusions stating that losses resulting from illegal or criminal activities are not covered. Since building codes have the power of law, failure to comply with them is considered an illegal act. In this case, the illegal connection directly contributed to the loss: Without the addition of the

groundwater being pumped from the sump pump into the sewer there would have been no water to backup and cause the flooding. In fact, without the illegal connection there would have been no need for the insurance claim that was denied.

### **'An Ounce of Prevention is Worth a Pound of Cure'**

Both the illegal connection and the roots growing in the sewer could have been discovered and dealt with before the problem occurred.

- A plumbing inspection can reveal areas where there are problems that need to be corrected.
- A video inspection of your sewer can discover problems - such as root growth - that can lead to a sewer backup.

To learn how you can address plumbing problems before they become a crisis see the nearby insert for details of a promotion that combines both inspections.

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

- Daniel Squires



"Your technician was excellent! I'm always very pleased with your service. I've been a customer for over 2 decades, and you always take good care of my heating & plumbing needs. Thank you!"

"UPDATE - Another great job, both boiler repair and installation of 2 new toilets. Mike and Ricky did the jobs efficiently and quickly. Thanks!"

- Bob Lotz - Lexington Heights

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

and an HVAC installer and service tech. But he's best remembered as our long-time service & installation manager - a position he held for 27 years - from 1989 until 2016. Then at a point when most people would retire, instead Dave slowed down and moved into a part time, flex-position. Typically, he'd handle 1-2 HVAC service calls a day as they came in.

In the early years, I was mostly part time during the school year, working in the shop stocking parts bins and cleaning. Over the summer break I would work full time out in the field, and I spent a lot of time with Dave as his helper. Later my brother, David Squires, hired on and also worked with Dave as a helper. We learned a lot working with Dave, and we developed a bond that is still unbroken.

Nancy got to know my dad while she was working as a clerk at a local plumbing & heating supply house. Every time dad picked up parts and materials, Nancy would tell him that she wanted to come work for him. Eventually, she got her chance, when the original bookkeeper, Helen Archer, retired.

Nancy was hired as a bookkeeper and receptionist. She had an enthusiastic 'signature' greeting when she picked up the phone: "Vincent's Heating & Plumbing... Nancy speaking!" Over the years I heard a lot of positive comments from customers about how cheerful Nancy was when they called. It wasn't long until Nancy became the dispatcher, and many of her bookkeeping tasks were handed off to others as Vincent's Heating & Plumbing grew.

After earning a B.S. in Accounting from Walsh college, I transitioned from the field into the office and became General Manager. I interacted a lot with Nancy in her bookkeeping role to which I provided accounting support and training as things evolved. Nancy and my brother David share the same birthday, so they always had that in common. For decades, Nancy was the first person in the building by 7 am as we started the day. What a dedicated, hard-working person!

And so, the four of us - Dave Frazier, my brother David, Nancy and I - have been in the trenches together for a long time. We've been there as Vincent's Heating & Plumbing has grown from a handful of employees to the multidepartment 30+ person team that it is today.

As we continue to grow, we remain focused on providing excellent service for you and our other clients. Part of that is due to our selective hiring process in which we add team members who can carry on the tradition that Dave and Nancy helped establish. And even though they have 'hung up their spurs,' rest assured that we have quality people that will fill their shoes.

Enjoy retirement, Dave and Nancy. To both of you: a job well done!

- 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

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be Your Best Choice"

**810-985-7103**

E-mail:  
[sales@vhpinc.com](mailto:sales@vhpinc.com)

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A	D	P	O	V	Z	X	C	Z	R	S	T	H	R	T	N	C	X	C	B
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C	G	R	F	H	A	V	I	O	B	N	P	A	C	C	D	D	H	T	S
S	A	L	A	S	R	C	W	N	U	O	E	E	L	U	D	I	H	S	O
D	R	S	L	P	D	P	C	X	T	H	U	E	X	I	X	C	E	L	R
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G	A	V	H	O	I	G	N	R	Z	R	R	J	D	G	T	S	R	S	M
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V	S	Y	L	V	K	D	X	D	R	X	Y	U	G	C	U	T	A	B	N
R	Y	S	I	M	V	H	Z	Q	Y	A	D	M	T	B	E	E	B	N	X
S	U	B	Z	E	R	O	E	C	R	Y	A	V	L	T	G	S	I	Z	P
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Arctic  
Blizzard  
Chilly  
Fireplace  
Frost  
Frostbite  
Hearth  
HotCocoa  
Icebound  
IceSkates  
Icicle  
Mittens  
Parka  
Shivers  
Sleigh  
Snowdrift  
Snowfall  
SnowPlow  
Snowstorm  
Solstice  
Subzero  
Winter

## Humor Section



A bear walks into a bar and says to the bartender: "One whiskey and ..... one coke."

"Why the big pause?" asks the bartender.

"I don't know, I was born with them," replies the bear.

Now that's good news!

"But the angel said to them, "Do not be afraid. I bring you good news that will cause great joy for all the people. Today in the town of David a Savior has been born to you; he is the Messiah, the Lord."

-Luke 2:10-11



# How To Stop A Plumbing Problem Before It Becomes A Crisis

The answer is as old and as well known as these familiar wise sayings:

- *“Forewarned is forearmed.”*
  - *“A stitch in time saves nine.”*
  - *“An ounce of prevention is worth a pound of cure.”*

You can learn if there are any plumbing problems or safety concerns that you should be worried about with VHP's Plumbing & Water Heater Service. While it focuses on making sure your water heater is safe and performing well, it also provides a whole home plumbing inspection so you can fix issues before they become a full-blown crisis.

Next to your home's heating system, your water heater poses the greatest potential lethal threat to you and your family's safety in your home - yet it is typically ignored. Watts Regulator Co., a leading manufacturer of T&P Relief valves has been sounding the alarm on the importance of water heater safety for over 70 years. VHP's **Plumbing & Water Heater Service** incorporates Watts's safety guidelines. Vincent's Heating & Plumbing has made water heater safety and maintenance the centerpiece of it's **Plumbing & Water Heater Service** visit.

Here is a listing of the various safety & maintenance tasks we'll take care of for you:

## ALL WATER HEATERS:

- Per WATTS T & P relief valve inspection guidelines:

- Perform T & P valve annual safety check to prevent explosions.
- Verify T & P valve installed correctly and for safe discharge.
- Verify T & P valve is rated correctly for the tank.
- Remove T & P valve and visually inspect for corrosion and accumulation of sediment deposits to make sure it will work.

## ATMOSPHERIC & POWER VENT GAS WATER HEATERS ONLY:

- Flush sediment from tank to reduce health risks & prolong tank life (*flushed until water is clear.*)
- Perform visual inspection of anode rod, dip tube and tank interior for signs of wear.
- Exhaust vent safety check to prevent CO leaking into house.
- Perform flame safety check to prevent gas explosions.
- Clean air intake grill to ensure proper & safe performance.
- Perform safety inspection of all gas fittings to it for leaks.

## TANKLESS GAS WATER HEATERS ONLY:

- Perform annual descaling flush.
- Perform safety inspection of all gas fittings to it for leaks.

## ELECTRIC WATER HEATER ONLY:

- Flush sediment from tank to reduce health risks & prolong tank life (*flushed until water is clear*)
- Perform visual inspection of elements, anode rod, dip tube and tank interior for signs of wear.
- Remove access panels.
- Visually inspect all electrical connections.
- Visually inspect for signs of copper embrittlement.

## PLUMBING INSPECTION

- Check all water line shut offs and emergency stops to verify they will function when needed.
- Identify location of main shutoff and make certain that it works.
- Examine drain lines & water lines for signs of leaking and concerns.
- And more....

Includes **Annual Descaling Flush** for Tankless Water Heaters  
& **Visual Inspection of Tank Interior** For Tank-Type Water Heaters

**Bonus: Get A FREE Sewer Video Inspection\* When You Try Our Plumbing & Home Safety Service Water Heater Maintenance Program**

In addition to the extensive water heater safety and maintenance procedures, the plumbing technician will also inspect your home's plumbing system to make certain that all your plumbing fixtures, water lines and drain lines are in good order and that there are no problems developing.

- ***Were you aware that cast iron drains that were installed in homes built before the 70's are wearing out and starting to crack and leak as they reach the end of their useful life?***

This is the sort of potential problem that our plumbing technician can 'head off at the pass' so you can be aware of potential issues that are developing before they become major problems. Then there are the plumbing emergencies that come out of nowhere—would you be ready for one?

- ***Do you know where your main water shut-off is? - and - if you do know where it is - does it work?!?***

In addition to the plumbing inspection, we'll show you where the main water shut-off to your house is AND we'll test it to make certain that it will actually work when you need it. And for good measure we'll test ALL of your water line shut-offs and emergency stops to make certain that they will work.

- ***With a Plumbing & Water Heater Service visit you can KNOW:***

- ✓ ...that your water heater failsafe (the T&P Valve) that keeps it from becoming a bomb is working.
- ✓ ...that the gas to your water heater will shut off rather than dump gas in your home if it doesn't work.
- ✓ ...that your water heater isn't dumping poisonous exhaust gasses into your home.
- ✓ ...that there are no faulty electrical shorts or signs of burning on your water heater.
- ✓ ...that your water heater has gotten the required annual maintenance it needs.
- ✓ ...that your gas lines to the water heater aren't leaking.
- ✓ ...that a plumbing professional has looked over your home's plumbing.
- ✓ ...that you will be ready for a plumbing emergency.

There are two ways you can have this peace of mind service:

- ***GOOD:*** Invest in a Plumbing & Water Heater Service visit - only \$199.20

*Your total cost for all the above benefits is only \$70 more than our normal \$129 service charge! Or save \$50 with...*

- ***BEST:*** Make a Plumbing & Water Heater Service an annual visit & save 25%!

*Save 25% (\$50) off the regular \$199.20 price when you enroll in the Enhanced Service Plan. This gives you an annual inspection PLUS extended service hours, discounts & priority service - all for only \$12.45 per month (\$149.40 per year)*

**Call (810) 985-7103 to Schedule a Plumbing & Water Heater Service Visit.**

**Ask for the 'PWHS & Sewer Video Inspection Package'.**

**Monday - Friday 7 a.m. until 6 p.m. Saturday 8 a.m. until 2 p.m.**

**Sewer Video Inspection Conditions:**

- This is a scheduled maintenance visit, not a service call, so the inspection is for a functioning sewer - not backed up.
- There must be an accessible cleanout
- This is an inspection only - there is an extra charge for any clearing of roots or any other debris or items.
- The inspection is limited to 70 feet.

Word Search Solution – January 2026 – Winter

