

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...

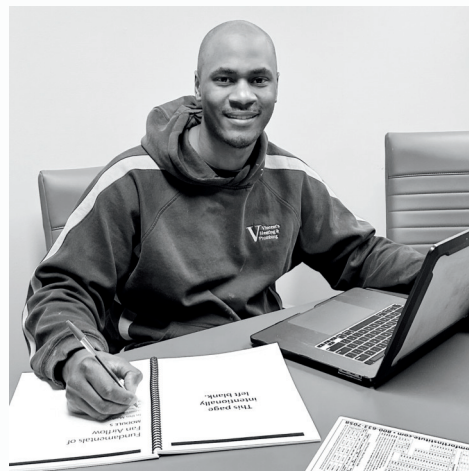
...that the combined square-footage of your HVAC air ducts is equivalent to a large room - one that you can never vacuum? See the nearby insert for details on how you we can clean your ductwork for you!

THROUGH MY EYES

Recently I read a survey that cited that 1 out of 3 customers experience frustration when dealing with a plumbing & HVAC service company. Here are five of the top concerns mentioned followed by how we address them:

1. Unprofessional Behavior like rude or dismissive techs, poor appearance, smoking, swearing or inappropriate behavior. It doesn't matter how

Continued Page 3



We do a lot of in house training. Here's Shamar working on an online advanced air flow class.

Is Your Air Conditioner Ready for Summer? 5 Signs It Needs Maintenance

Summer is right around the corner—and your air conditioner is about to be put to the test. Before you assume your system is ready, it's worth asking: is it actually prepared for the heat?

Many homeowners wait until something goes wrong. But in most cases, a simple preventive maintenance visit can help avoid costly breakdowns, improve performance, and extend the life of your system. If you're on the fence, here are five reasons why scheduling AC maintenance now is a smart move.

1. Extend the life of your system -

Air conditioners are a major investment, and most homeowners expect them to last 15–20 years. The difference between a system that lasts 10 years and one that lasts 20 often comes down to maintenance. Routine service keeps components clean, lubricated, and operating properly—helping you avoid premature replacement.

2. Avoid inconvenient breakdowns -

Air conditioners rarely fail at convenient times. It's usually during the hottest weekend of the year,

Continued Page 2

Is Your A/C Ready ... (Continued from Pg. 1)

when you need it most. Preventive maintenance helps identify worn parts, airflow issues, or electrical concerns before they turn into emergency repairs.

3. Restore cooling performance -

If your home feels comfortable in the morning but struggles to stay cool later in the day, your system may already be underperforming. Dirty coils, low refrigerant, or airflow restrictions can all reduce cooling capacity. These are common issues that can often be corrected during a maintenance visit.

4. Prevent water damage and hidden issues -

Your air conditioner removes significant moisture from your home—often gallons per day in humid conditions. That water is supposed to drain safely away. But without maintenance, algae and debris can clog the drain line,

causing water to back up into your home. Routine service helps prevent these messy (and expensive) surprises.

5. Lower your energy costs -

An unmaintained system has to work harder to do the same job. According to the U.S. Department of Energy, preventative maintenance can significantly improve efficiency and reduce energy use. In some cases, homeowners can save up to 30% on cooling costs by keeping their system properly maintained. When energy prices peak during the hottest days of summer, those savings matter most.

The bottom line:

AC maintenance isn't just about avoiding problems—it's about getting the most out of your system. Whether your unit is older or relatively new, regular service can improve comfort, reduce costs, and give you confidence heading into summer.

The easiest way to stay on track is with a professional maintenance plan. A simple visit today can help you avoid an uncomfortable—and expensive—breakdown tomorrow.

- Brendan Squires

Do You Know About VHP's Enhanced Service Plan (ESP)?

There are 2 ways to get A/C maintenance for your system.

Ala Carte Maintenance Visit:

Just give us a call and ask for an A/C maintenance visit.

- OR -

VHP's Enhanced Service Plan:

With an Enhanced Service Plan on your A/C system, you not only get maintenance, but you also get all the other ESP benefits. To start, an ESP is \$50 less than the cost of an Ala Carte Maintenance Visit.

Other ESP benefits include 10% repair discounts, exclusive extended service hours, priority service, an annual \$50 system credit toward a future replacement, visit reminders so you don't forget to service your equipment, and more! You can cancel anytime! You can also add an ESP to your furnace, boiler, and water heater.

Call for details.

What Our Clients Are Saying ...



"The technician (Dylan) that came out to do my yearly A/C maintenance, went above and beyond to take care of me. He was very nice, knowledgeable and friendly. He took the time to explain and show me everything he was doing. I am extremely happy with all the people I have encountered at Vincent's.

I highly recommend this company."

- Kim Smith, Marysville

Through My Eyes (Continued from Pg. 1)

technically proficient the service person or office personnel are if they offend you. Our solution is to only hire people that are polite, well mannered, and professional - like Shamar in the photo on page 1. If I wouldn't want them in my home, I'm not going to send them to yours.

2. Mess and Property Issues like not cleaning up after a job and leaving a mess behind and not protecting floors or work areas. To avoid this, we provide our techs with shoe covers for service jobs and plastic runners for more involved jobs plus our techs are trained to clean up after themselves.

3. Poor Communication like not keeping customers updated on delays and not answering or returning calls or responding slowly. To avoid this complaint, we have live operators answering our phones 24/7. Our call takers answer the phone Monday 7am – 6pm, Tuesday through Friday 7am – 7pm, and Saturday 8am – 4pm. Otherwise they go to our answering service. Second, our dispatchers call our customers when our techs are on their way or if there's a delay.

4. Pushy Sales Tactics like upselling unnecessary services or replacements and using pressure tactics to replace systems instead of repairing them. Our solution to this issue is to provide you with all the options and prices upfront to let you make an informed decision. We train our techs that their job is to let you choose rather than for them to try to sell.

5. Inconsistent Quality of Work and Warranty Issues like fixes that don't last

and sloppy or incomplete repairs. While our goal is that this never happens, this is why we put a Satisfaction Guarantee on our repair service work order that states: *"We want you to be 100% Satisfied! If at any time during your repair warranty period you are unhappy for any reason, please let us know. If its not right we'll redo the repair for free! We're not satisfied until you are!"*

Having listed both the complaints and the various efforts that we have taken to address these 'pain points' I'm not so naïve to think that we don't fall short of our ideals on occasion. I'm not happy when this happens.

As the 18th century poet Alexander Pope wrote *"To err is human..."* and everyone at Vincent's Heating & Plumbing is human. We make mistakes. But in my view, the true test is not whether a company makes a mistake, but if they will own it, stand behind it and correct it.

Should we err and make a mistake on a job for you, please contact us to let us know so we can make it right. You will be heard. If there is anything that I want people to know about Vincent's Heating & Plumbing, it is that we stand behind the things that we do. It may be that we redo the job for free until we get it right as in the above guarantee. It may be that we use your feedback as a teachable moment so we can improve. We take your feedback seriously.

You give us the honor and opportunity to serve you. Always know that we want to make certain you're satisfied.

- 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

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Van Go Gallery at:
VHPinc.com/gallery
by mid-month after
the newsletter arrives.

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mailing list please
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or give us a call.

Word Search - Springtime Preparations

M	Q	V	K	C	V	H	N	M	W	Q	C	H	T	L	U	S	D	G	G	Aeration
V	L	X	W	N	W	O	D	H	S	A	W	O	S	U	B	A	D	N	Y	Blossoms
P	B	R	N	L	I	E	F	C	F	H	O	I	C	E	Y	E	I	I	S	Cleanup
J	P	A	N	T	R	K	M	O	L	L	O	G	L	L	R	L	J	N	T	Compost
S	G	Y	A	S	Q	V	R	V	B	E	P	F	I	A	D	F	W	E	N	Daylight
R	U	R	B	L	O	S	S	O	M	S	A	G	C	E	I	T	E	D	I	Edging
E	E	N	M	Y	G	I	X	D	L	Z	H	N	E	A	C	I	R	R	A	Fertilizer
A	X	Z	S	U	U	V	S	X	Q	T	W	S	U	K	O	L	O	A	P	Gardening
V	O	X	I	H	L	N	S	J	B	A	M	P	G	P	M	L	U	G	E	Lawncare
K	M	D	Z	L	I	C	J	F	L	G	L	C	Y	T	P	I	T	Z	R	Migrate
T	K	M	Z	W	I	N	H	S	U	A	M	K	D	D	O	N	D	P	S	Mulching
G	M	I	G	R	A	T	E	I	N	V	F	Q	K	S	S	G	O	U	U	Outdoors
G	N	I	N	U	R	P	R	T	N	P	J	R	W	W	T	G	O	E	A	Planting
Y	F	T	W	B	P	W	I	E	S	G	Y	E	U	N	U	X	R	K	S	Pruning
Z	B	L	J	R	O	N	O	D	F	B	G	N	I	G	D	E	S	I	E	Refresh
P	Z	Z	X	R	G	S	P	R	U	C	I	N	G	U	P	N	H	C	Y	Repaint
																				Seedling
																				Sprucing Up
																				Sunshine
																				Tilling
																				Toolbox
																				Washdown

Humor Section



True story - my 'dad-joke' credentials are still active :)

The bank teller was complaining about all the rain.
I reminded her, "April showers bring May flowers."

Then I asked, "Do you know what May flowers bring?"

She looked puzzled and I gave her the answer, "Pilgrims!"

She smiled politely. I said, "That's a Henway".

Confused she asked, "What's a Henway?"

"About 2 or 3 pounds," I replied.

Old jokes never die - they just get recycled for the next generation - Daniel Squires

Now that's good news!

"Therefore, encourage one another and build each other
up, just as in fact you are doing."

- 1 Thessalonians 5:11

6 Reasons Why You Shouldn't Neglect Your Heating & Cooling System

Your furnace & AC system are marvelous pieces of engineering, but just like your car, it needs regular maintenance to ensure it is safe, performing well, and will give you years of service. That's why in your equipment owner's manual it urges you to have it professionally serviced every year.

Here are 6 potential consequences when your HVAC equipment is neglected:

- 1) **Loss of system performance.** A system that gets dirty and plugs up won't perform well. A dirty system will have to work harder to keep you comfortable. This results in higher gas and electric bills. And while you may not notice the diminished performance in mild weather, it may not be able to keep you comfortable in extreme heat and extreme cold temperatures. System cleaning is an important part of yearly maintenance.
- 2) **More frequent equipment breakdowns and repair costs.** Continuing from reason one, when a system works harder it puts more stress on the parts. This will cause premature failure of the parts in your system. Manufacturer's warranties exclude failures due to a lack of maintenance. *Hint: keep service records of yearly maintenance to protect your manufacturer's equipment warranty. We keep this record for clients with our Enhanced Service Plan—see reverse side.*
- 3) **Years of equipment life can be lost.** The life of the furnace heat exchanger or the AC compressor will be shortened due to the stress and excess heat when your equipment has to work harder. Typically, this results in early equipment replacement.
- 4) **Equipment failures can result in lost work hours and inconvenience.** How much is your time worth to pay for service calls that may have been avoided with regular maintenance?
- 5) **When equipment fails in extreme weather, it can be dangerous, and your home can be put at risk.** Every winter we face dangerous, below zero temperatures. This puts even more stress on equipment that can cause it to fail. This can lead to property damage and compromise your personal safety.
- 6) **Neglected equipment can be unsafe.** Your furnace uses an explosive gas to create a fire to make heat, and as a byproduct creates deadly carbon monoxide gas. What could possibly go wrong? - a lot of things that need to be checked yearly to avoid putting you and your family in danger!



Before this AC condenser was serviced it was putting stress on the system and had decreased performance. The difference system maintenance makes is amazing!

**How Do You End Heating & Cooling System Neglect?
Turn Over for the Easy Solution**



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

...continued from front side.

How To Avoid The Consequences Of Heating & Cooling System Neglect

It's easy. Get a maintenance agreement that provides annual service. This will make certain your system gets the attention that it needs like clockwork. You won't have to worry about anything. You can put taking care of your system on auto-pilot because we keep track of when your equipment needs service, automatically schedule it, and then notify you when a tech can come to perform the annual service.

Our Enhanced Service Plan (ESP) does that and more. In addition to taking care of the scheduling and providing annual maintenance. ESP clients also enjoy these benefits:

- **Priority Service**: ESP clients get preferential treatment - typically **same-day service** - even in sub-zero, freezing temperatures or in extreme heat when demand for service is high.
- **Peace of Mind Protection for Your Family & Home**: Having annual safety and maintenance visits performed by a professional will keep you and your family safe plus head-off potential problems that in time might put your family at risk.
- **Save Money**: Regular maintenance can save energy and thereby lower your utility bills. Also, as a ESP Client you get discounts on repairs and maintenance items (like filters), reduced emergency service charges, and even an annual \$50 cashier's certificate toward an eventual replacement. Your Enhanced Service Plan fees can be less than that of a repair.
- **Longer Equipment Life**: Regular maintenance helps your system work less hard, thereby avoiding the factors that add extra stress and shorten the life of your HVAC equipment.

"Michael from VHP has done the maintenance on my AC for years. I am sure this is why my AC has lasted and is in its 19th year. The VHP Club is a great value." - *Sally Smith, St Clair*

Don't Wait - Start Giving Your HVAC Equipment the Care it Needs Today!

Call and set up an visit to have your HVAC equipment or water heater serviced - only \$199.20 each*.

- OR -

Save Money: Upgrade to VHP's Enhanced Service Plan
and pay only \$149.80* each - a \$50 Savings each!

No Long-Term Contracts - You May Cancel At Any Time!

CALL TO GET STARTED TODAY - ASK FOR THE 'ESP BUNDLE'

CALL (810) 985-7103 Office Hours 7am-6pm Monday-Friday, 8am-2pm Saturday

VincentHeatingPlumbing.com

*** SEMCO Customer: You May Be Eligible For A Furnace or Boiler Tune-Up Rebate - call for details**

Three “Brutal” Reasons Why You Should Have Your Furnace’s Ductwork Cleaned.

(Not intended for the squeamish)

Reason # 1 - Picture yourself taking deep breaths from your vacuum cleaner’s bag -- just before you empty it!

As awful as this sounds, it gives you an accurate picture of what the air you breathe is like after it passes through the crud and decaying material in your furnace’s ductwork.

That’s because your ductwork is a lot like your vacuum cleaner. And if you think about it, the main difference is that your vacuum only runs a few minutes each day compared to the hours on end that your furnace fan runs. Every time your furnace runs, things are sucked into your ductwork. Things like dust, pet hair, cooking grease, cigarette smoke and other debris that will stay in your ductwork -- until they eventually breakdown and are released back into the air stream for you and your family to breathe.

Anyone who has ever cleaned underneath or behind their refrigerator knows just how much gunk a fan will collect. So if you want to know what’s in the dark depths of your ductwork, just look in your vacuum cleaner -- and see what you’re breathing, too. This alone is reason enough to get your ducts emptied.

Reason # 2 - Maybe you just “*thought*” the cat ran away....

This sounds extreme, but you wouldn’t believe what we find in ductwork. I can’t say we’ve found anything as large as a cat, but we have seen everything else imaginable. Everything from long forgotten victims of *De-Con* to lost pet turtles that now only resemble small ashtrays.

You see, even though you’re the best housekeeper in the world, what about the person who lived in the house before you? Unless it’s a new house, you don’t know what stuff remains in the ductwork from the previous owners.. . stuff that depends entirely on what their hygiene, housecleaning and smoking habits were (not to mention how they took care of their pets). In most cases it’s probably better that you don’t know.

You can be certain that if your furnace ductwork isn’t clean, you’re breathing air that passes through the accumulated dust and crud from everyone (and everything) that has ever lived there. I hope this unpleasant picture doesn’t make you swear-off breathing completely -- remember, it’s still safe to exhale. All is not lost: this debris will be totally removed when you have your system cleaned!

Reason # 3 - The “*Mushroom Theory*” and “*Mutant Rabbits*”!

The mushroom theory usually compares the “essentials of mushroom growing” with how politicians treat you. Everyone knows that the best place to grow any type of mold, fungus, or bacteria is in a dark moist environment where it can feed on decaying organic matter. Amazingly, this is also pretty descriptive of the conditions inside ductwork located in a damp basement or crawl-space. In most cases, unclean ductwork is a perfect place to start a little fungus farm.

Not only will dirty ductwork act as a breeding ground for unwanted bacteria and mold, it also acts as a gathering place for everything else that enters a home. Things like pesticides, lead, chemicals and other such unhealthy particles. These unwanted substances enter the house through open windows or are tracked in, and upon entering, bind with household dust. Unfortunately, once in the house and sucked into your ducts, nature has no way of dealing with these potential health time-bombs. In fact, the pollution that gets trapped in your home today is 5 times that of outdoor levels. You need to picture all those soft, fluffy, little “*dust*



bunnies” living in your ducts as having large claws and nasty teeth. Teeth that can really take a bite out of your family’s health if you don’t deal with them.

Can duct cleaning really solve these nasty problems?

You bet it can. Although we won’t promise to find your long lost cat or turtle, we will promise that you will breathe better and healthier by having us clean your ducts properly. You see, when we clean your ducts, we do the job right. We use state-of-the-art equipment specifically designed for home duct cleaning. And, we don’t rush it. We take the time needed -- most jobs will take a day to clean the duct system correctly.

We clean everything in all the round and square pipes of both the hot air supplies and the cold air returns. To do this we use a RotoBrush machine that has rapidly spinning brushes at the end of a powerful vacuum hose to scrub the ducts clean and immediately suck any dust or debris into the waiting vacuum. Plus we have a video camera in the ductwork at the same time to make certain we are able to do the job right. This process gets everything out of your ducts, guaranteeing you a sanitary and clean air passage when we're done.



Also, as filthy, messy, and grimy as this tedious process is, you won’t have to worry about your home getting dirty because of it. When we’re done, you probably wouldn’t even know that we had been there, except that you’ll breathe easier because we pulled out all the junk that you can’t get to on your own. As an extra bonus, duct cleaning has the added benefit of cutting down on the furniture dusting that everyone enjoys so much.

Don’t spend hundreds of dollars annually to clean your carpets & home -- then totally forget all the dirt in your duct system!

It never stops to amaze me how many people will get the carpets cleaned and not even consider their ductwork which is typically much dirtier. Since most duct systems contain enough sheet metal to completely enclose an average bedroom, imagine one whole room in your house totally caked with grime and you’ll have a pretty good idea how much junk your duct system can contain.

Isn’t it time you breathed easier about your home’s air quality?

For all the above benefits, and peace of mind that having your ducts cleaned right will provide you and your family, why not get it done now? We are so sure that you will be satisfied with the work -- and results, that we offer a money-back guarantee based on your satisfaction. Let **Vincent’s Heating and Plumbing** make sure that your homes air system is clean and healthy! Just call **(810) 985-7103** to set up and appointment to get your air ducts cleaned and start breathing cleaner air. - Daniel Squires

P.S. Are you sure your clothes dryer vents are clean? We also offer clothes dryer vent cleaning using our RotoBrush Dryer Vent Cleaning system.

For more information visit us at VHPinc.com/ductcleaning

Invest in Having Your Ductwork Cleaned & Save 10% Off Our Regular Duct Cleaning Package Prices!

Schedule a free quote today. Ask for the “Spring Duct Cleaning Promotion”

Vincent’s Heating & Plumbing, Inc.

(810) 985-7103

www.VHPinc.com

email: sales@vhpinc.com

Vincent's News Exclusive Spring Promotion

Try Our Plumbing & Water Heater Safety Service & Get a Free Drain Treatment Product Your Choice: Bio-Clean or Total-C

A NEGLECTED WATER HEATER OR FURNACE CAN PUT YOUR FAMILY AT RISK FROM CO POISONING!

- 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.
- The Centers for Disease Control (CDC) echoes this concern and warns homeowners against neglecting these appliances. It recommends that **BOTH your furnace and water heater should be serviced by a qualified technician EVERY YEAR to prevent CO poisoning in your home.**

At Vincent's Heating & Plumbing, you can choose maintenance services to provide peace of mind from furnace and water heater risks. Our **Plumbing & Water Heater Service** (formerly 'Plumbing & Home Safety Service') will make certain you and your family are not at risk from carbon monoxide poisoning, from your water heater exploding or rupturing due to a failed Temperature & Pressure Relief Valve, and more. This service is so comprehensive it takes 1-1/2 to perform everything.

Here is a list of the various water heater 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.
- Perform combustion testing with cleaning 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.
(1-1/2 hours is allotted for visit not including travel time)

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

...continued on reverse side....

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 inspect 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 line 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.

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

Only \$199.20 Regular Price for the 1-1/2 Hour Visit

Ask for the Spring Promotion of a Free Drain Treatment Product

See nearby insert for more information on Drain Treatment Products.

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

If you've already had us perform a Plumbing & Water Heater Service recently or it is included with your Enhanced Service Plan, you can save \$25 (50%) on either Drain Treatment Product. Just stop by the office with this insert.

OFFER EXPIRES SEPTEMBER 1

Vincent's Heating & Plumbing Inc.

2650 Oak St - Port Huron, MI 48060 (810) 985-7103 email: sales@VHPinc.com

Wherever You See a Vincent Van Go You Know the Job Will Be a Work of Art!"

Word Search Solution – May 2026 Springtime Preparations

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