

# VINCENT'S NEWS

The 'Van-Go' Gallery



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

## OWNER'S CORNER

### THROUGH MY EYES

**60 Years of Excellence!**

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## Did you know...

**...a recent law now requires all new furnaces to be made with energy saving blower motors?**

**While the upfront investment in a new furnace will be higher, this should be offset by lower electric bills in the long run.**

We live in a violent society. The news about the tragedies in Dayton and El Paso are just recent proof of that.

These are constant reminders of the need to be vigilant for our safety and of the people around us – especially the people that we don't know.

As a service business owner, I recognize that my responsibility for being alert extends beyond the safety of my family and me. I also have to be

concerned for the safety of our entire Vincent's team and for you and all of our customers. I take very seriously the trust that you place in us to allow us into your home. And so, I have a responsibility to make certain that any technician that we send into your home is not going to endanger you or your family.

You can rest easy in this regard with Vincent's Heating & Plumbing. Before we hire a new technician, they have to pass a criminal background check along with a drug test and a credit check. And I am not



Here is the entire team with an anniversary cake.

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#### Tools & Training That Help Us Do A Better Job for You – Part 2

### The Combustion Analyzer & NCI Training

In the hands of a properly trained technician, a combustion analyzer is an amazing tool. You can have a furnace or boiler that is drastically underperforming and never know it without

a combustion analyzer. Some equipment can go for years without providing the performance that it is capable of.

For instance, one thing a combustion analyzer can

determine is if your furnace combustion is 'too lean'. In this situation there is too much air present in the mix that lowers the temperature of the exhaust gasses.

In turn, this causes

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## Tools & Training ... – Part 2 (Continued from Page 1)

the air temperature produced by the furnace not to be as hot as it should. The result? Not only will you be uncomfortable, but you will use more energy. In turn, this causes higher gas bills – because the furnace has to run longer until the thermostat is satisfied and shuts the furnace off.

A combustion analyzer can identify what is going on. But here is the most important thing: the technician has to have the knowledge to know what to do with the information an analyzer provides. Having a combustion analyzer without the necessary specialized training and knowledge is like having an X-Ray technician to take an X-Ray without having a radiologist to interpret it.

This is why since 2006 every technician at Vincent's Heating & Plumbing has received advanced carbon monoxide safety and combustion training. This is from the National Comfort Institute, which also administers the test technicians need to pass in order to become certified as a Carbon Monoxide & Combustion Analyst.

Continuing the X-Ray analogy from above, a certified analyst is like a person who is both an X-Ray tech and a Radiologist concerning interpreting combustion analyzer results.

Before I will allow a new technician to perform heating service, I require them to first be certified. Unfortunately, in other companies, technicians are typically just given the combustion analyzer without the advanced training, because of the time and the cost involved.

With our advanced knowledge, our techs understand the information the analyzer provides and know what to do with it and what adjustments are needed to fix any problems discovered. Since 2006 we have incorporated combustion testing with an analyzer in everything we do in regard to combustion and carbon monoxide.

One thing that dramatically changed is our heating maintenance. Our Combustion Optimization & Safety Inspection is light-years beyond the old school maintenance that most other

heating companies still provide. This is in terms of the higher level of assurance regarding the safeness of the furnace or boiler and in regard to its heating performance and thereby efficiency. This is why our maintenance visit typically takes twice as long as our competitors – we have a lot more to do.

Further, we're able to get better performance out of new heating equipment right '*out of the gate*'. For over a decade we have incorporated combustion testing into our startup procedures for new equipment in our Satisfaction Assurance Review. This '*customizes*' your furnace or boiler performance to the variables unique to your home and your distribution system (the piping or ductwork that the equipment is attached to).

See the difference for yourself. Make sure that your furnace or boiler is ready for winter by having us perform a Combustion Optimization & Safety Inspection.

- Daniel Squires

## Through My Eyes (Continued from Page 1)

just 'barking at shadows' to be concerned about customer safety.

You may recall the news reports about a decade ago of the Macomb County woman that was murdered by a plumber for her diamond jewelry. This was a 50-year-old mother of three who had called the plumber to her house to give her an estimate for plumbing work. Her body was found wrapped in a blanket and weighted down with cinder blocks 30 feet below the surface of Cass Lake in West Bloomfield Township. She had been stabbed in the throat with a fishing knife after being lured into the plumber's trailer outside her home.

Last year, a 41-year-old father of seven was killed in his home by HVAC technician that had been sent to fix his air conditioner. This was in Surprise, Arizona.

Then, only last month, a 64-year-old California man died after being attacked in his home by a repairman with a hammer. From a story filed by the local CBS affiliate:

Deputy Rod Grassman, with the Sacramento County Sheriff's Office, was quoted as saying, "If you think about the number of

times you've had somebody to your home to do some sort of home improvement project and you don't know who that person is. I think it gets people to think about that aspect of it."

The Sheriff's office says this attack is a reminder to always be aware of who is coming into your home.

"Doing business with reputable companies and people certainly goes a long way. You should be highly vigilant when you have people in your home, whether it be extended family, they don't know very well, everyone should be vigilant", said Grassman

*(Emphasis added)*

I couldn't agree more.

Although Michigan is 'relaxing' some laws concerning drug use, I still have a lot of concerns. In the Surprise, Arizona murder above, investigators found a stash of drugs in the technician's work van. But my biggest concern regarding drugs is not about the criminal aspect – it is about the risk of having someone with impaired judgment making a mistake on the job.

There is no way that I want someone working on a furnace or water heater at less than

100%. Especially when you consider that we are working with an explosive gas, electricity, an appliance that creates a fire and that as a byproduct creates deadly carbon monoxide gas.

A few years ago, I wanted to offer a job to a nice, clean-cut young man to be an installer. Everything was going fine until I told him that he would first need to pass a drug test. He said he would never pass it. He had been using drugs every day since he was 12-years-old, but that I shouldn't be concerned, because they didn't affect him. (Then why use them, I wondered?)

He actually argued with me and told me that our policy was stupid when I told him my reasons for it. Finally, he called me an idiot and left. About a month later I learned that he had found a job at another HVAC company.

It is unfortunate that we have to be concerned about these sorts of things, but it is the reality of the world that we live in. But you can rest assured that we'll continue to look out for the safety of our customers.

- Daniel Squires

### What Our Clients Are Saying...

Technician was so caring not to wear shoes in our home with hardwood floors. He wore special padded slip-ons so they wouldn't mar our floors. He worked swiftly, quietly and did an excellent job! *Sandy– Saint Clair*

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**Amana**  
**LASTS AND LASTS AND LASTS.®**

Vincent's Heating & Plumbing is proud to install Amana equipment, made in the USA.

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## Pirate Word Search

International Talk Like a Pirate Day (September 19th)

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

Blackbeard  
Crow's Nest  
Booty  
Jolly Roger  
Privateer  
Cutlass  
Buccaneer  
Landlubber  
Calico Jack  
Anne Bonny

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## Humor Section—Arrr!



*The Most Reasons to be  
Your Best Choice*

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Q: How much did the pirate pay for his peg leg and hook?

A: An arm and a leg!

Q: Why don't pirates shower before they walk the plank?

A: Because they'll just wash up on shore later.

A sailor and a pirate meet in a bar. The talk turns to their adventures on the sea. The sailor notes that the pirate has a peg-leg, a hook, and an eye patch.

The sailor asks, "So, how did ye end up with the peg-leg?"

The pirate replies, "It was like this. We was in a raging storm at sea, and I was swept overboard into a school of sharks. Just as me men were pulling me out, a shark bit me leg off."

"Wow!" says the sailor. "What about yer hook"?

"Well", the pirate replies, "We was boarding an enemy ship and battling the other crew with swords. One of them cut me hand off."

"Incredible!" exclaims the sailor. "How'd ye get the eye patch"?

"A seagull dropping fell into me eye," says the pirate.

"Ye lost your eye to a seagull dropping?," the sailor asks incredulously.

"Well," says the pirate, "it was the first day with me new hook"

source: <http://www.jokes4us.com/peoplejokes/piratejokes.html>