

# VINCENT'S NEWS The 'Van-Go' Gallery



## OWNER'S CORNER

63 Years of Excellence!



Best Residential HVAC Company  
Best Plumbing Company

## THROUGH MY EYES

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

By now everyone has heard the news that across the U.S. employers are having a hard time filling all the jobs available. Most recently, this is a result of COVID and the related economic crisis. What you may not be as aware of is the labor shortage facing the skilled

trades - including plumbers and heating technicians - that existed long before COVID.

As an industry we're losing techs to retirement as the baby-boom generation ages out or to those finding different careers outside the industry. The average



Above, Michael is setting up an air quality test with an AirAdvice monitor.

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### Did you know...

*... the Times Herald is doing the Best of the Best contest again? Thank you for your support last year and we would appreciate you nominating us again as the 2022 Best of the Best HVAC Company and Best Plumbing Company.*

## What to Expect in an Air Quality Test of Your Home - Part 2

*In 2021 we began offering customers the opportunity to test the air quality in their home for no charge while we are in their home for a heating or cooling maintenance visit. Using an AirAdvice monitor, we measure the air in your home for 6 factors that affect your health and home: particles (dust, etc.), chemicals ("volatile organic compounds" or VOCs), carbon Dioxide, humidity, temperature, and carbon MOnoxide.*

*In this second part in the series we explore the need to have the air in your home tested.*

We consider our homes a safe space - a sanctuary - a place where we can let our guard down. However, in 1988, the U.S. Environmental Protection Agency (EPA) released the results of a bomb-shell study that brought into question just how safe our homes really are - especially concerning the air we breathe in it.

The National Air Quality and Emissions Trends Report was the first major U.S. assessment of indoor air pollution in public buildings to try to explain why people felt sick inside while they were inside buildings. The study focused on a class of chemicals known as **volatile organic compounds (VOCs)** because they are suspected of contributing to the 'sick building

**Continued Page 2**

## Air Quality Test... (Continued from Pg.1)

*syndrome'* – widespread reports of headaches, eye and nose irritation, fatigue, nausea and other maladies by people in particular buildings.

The report, the first to quantify levels of indoor pollutants, identified more than 500 noxious substances in a survey of 10 public buildings and traced them to common furnishings, bug sprays, cleaning agents and building materials. Almost every contaminant found inside exceeded concentrations outside the building.

Seemingly innocuous objects such as latex caulk, carpets, linoleum tile and telephone cable release toxic and carcinogenic compounds into the indoor air where they accumulate in the energy-efficient buildings.

When the report was released, then acting deputy assistant EPA administrator Eileen Claussen stated, "Air inside buildings is typically more polluted than outdoor air,

Sometimes twice as polluted, sometimes five times more polluted, sometimes 100 times more polluted. We believe indoor air pollution is a serious problem."

Claussen referenced other concerns relating to health studies showing that inhalation of microscopic house dust mites account for 200,000 hospital visits annually by asthmatics and that 3,500 non-smokers die of lung cancer each year because they are exposed to high levels of residual smoke particles from cigarettes.

The 874-page report identified much higher levels of toxic substances than expected and it was expected when it was issued to intensify concern about the little-known and unregulated form of pollution common to homes and buildings where Americans spend 90 percent of their time. At its worst – when chemicals build up in poorly ventilated structures,

exposing occupants to unknown, long-term risk and causing allergy-like ills for some – the "*sick building syndrome*."

"Every home and every building are at least slightly polluted," said Claussen. "It's a serious and universal problem."

So why do we have this problem? And just what has EPA done about this to make us safer since the report was issued 34 years ago? That will be the topic in Part 3 next month. In the meantime, consider taking advantage of the opportunity to have your air tested.

– Daniel Squires

*This article drew content from the following news reports:*

<https://www.upi.com/Archives/1988/11/10/EPA-study-Air-pollution-often-worse-indoors-than-outdoors/6028015559141/>

<https://www.washingtonpost.com/archive/politics/1988/11/11/dangerous-air-pollutants-found-in-public-buildings/8bb4d862-2086-4641-a703-2d2da15943a0/>

## What Our Clients Are Saying...

"Great service! As always, VHP technicians provide fast, courteous, and professional service. Vincent's is a great company to work with."

- Adam Sarka, Fort Gratiot

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

age of a master plumber is 60. The number of unfilled jobs for HVAC technicians is about 80,000 technicians – on top of which, as an industry we're suffering a net technician loss of 20,000 per year of the approximate 260,000 in the U.S.\*

As employers - like VHP - compete for this shrinking pool of techs, wages have risen quickly. However, it's not all about money. When I stated above that we are also losing techs to 'different careers outside the industry', only part of the equation is about the income. The other factor is the 'work-life' balance. As evidenced in the nation-wide 'great resignation' taking place due to COVID, people are looking for jobs that better fit their desired lifestyle. Why work as hard or do things for your job that you don't like if there are other career paths that don't have this requirement?

For the HVAC & plumbing industry, the biggest 'sore point' for techs having to do with their lifestyle is after hours emergency service. Locally, there is neither enough demand nor technicians to fill an off shift. Therefore, the technicians that cover emergencies and holidays are the same ones that work Monday through Friday during normal working hours. Among technicians, being 'on-

call' for holidays, weekends and after hours is the absolute worst part of the job. Nobody likes to give up time with their families.

We get a lot of requests for emergency service from people whose regular service company would not respond to them. We get calls from people who choose to replace their furnace and air conditioning equipment from out-of-town companies that focus on volume rather than satisfaction, that are unable or unwilling to provide service afterwards and especially in an emergency. We also get a lot of calls from people that have never developed a relationship with us – or whom we haven't heard from in years.

As much as we would like to continue helping these people, considering all the above cited factors, we have to change. This year, out of necessity to protect our workforce from burnout, Vincent's Heating & Plumbing is only going to provide emergency service to our loyal customers: our VHP Club members, clients with new HVAC and plumbing systems that were purchased from us, and for customers we have recently provided service.

We know how important it is to you that we are available when you have an emergency that threatens your personal safety or your property - and we want to be there for you. However, again, to protect our techs, we have to

limit after hour service for true emergencies rather than for services that are for the sake of convenience. We're happy to provide non-urgent services during regular hours. This might mean for a broken water pipe that we stop the water from causing further damage and then schedule a return trip for repairs during regular hours. Our techs will still be on call, but we are doing what we can to lighten the load. We're still taking new customers as we have availability, but only during regular working hours.

This is a first step that we are having to take considering the new economics and reality. If you are a VHP Club member, you already understand the importance of having an ongoing relationship with a service company. If you're of a different mindset and look at plumbing & HVAC service as just something to use when needed, perhaps the trends shared here will cause you to reconsider. Becoming a VHP Club member is easy and has many benefits – like having emergency service available. We value your loyalty. Times are changing and we must change with them.

– Daniel Squires

\* The statistics cited in this article were drawn from: <https://www.contractingbusiness.com/residential-hvac/article/21123518/technician-shortage-solutions-opportunities>

## Valentines Day Sentiments

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I	C	C	C	A	Y	I	E	T	S	E	R	A	E	D	O	S	Z	E	E	I	S	BeMine
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K	O	L	R	P	D	E	R	R	D	E	V	O	L	E	B	N	V	T	E	L	H	Cherub
E	N	R	I	E	I	I	O	V	A	L	E	N	T	I	N	E	J	L	E	R	S	Chocolate
F	C	N	O	U	W	W	S	S	J	G	Q	O	X	U	V	I	B	I	W	I	C	Cupid
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X	V	T	A	V	C	R	L	I	B	Y	C	G	K	M	B	F	X	E	Z	A	O	Dearest
T	R	F	M	M	A	P	X	F	B	L	L	Q	J	P	M	Y	M	C	A	H	V	Flowers
Q	T	V	D	E	O	C	H	E	R	U	B	C	D	I	Z	O	E	C	A	H	E	Girlfriend
C	X	P	H	G	H	R	E	B	E	R	S	G	O	A	X	B	P	E	S	G	N	Hearts
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## Humor Section

The Seven Dwarfs are marching through the forest one day and fall into a deep, dark ravine.

Snow White, following behind, sees them disappear. She rushes up to the abyss, cautiously peers over the edge, and yells out, "Is everyone alright?"

From the depths of the dark hole, a voice replies, "The Detroit Lions are Super Bowl contenders."

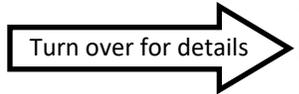
"Thank goodness!", Snow White exclaims, "At least Dopey survived!"



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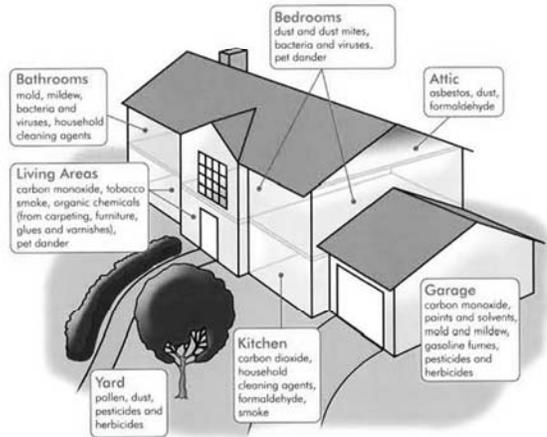
# Your HVAC System Affects the Health, Comfort and Safety of Your Home

As a full serve provider, we take the extra step to verify that your HVAC equipment is operating properly and contributing to your health, comfort and safety. We use the AirAdvice™ Indoor Air Quality ("IAQ") Program to validate our work and identify any indoor air quality concerns that may affect you and your family.

**According to the U.S. EPA, indoor pollution may be 2 to 5 times higher than outdoors.**

Homes can trap pollutants indoors and create an unhealthy living environment. This is particularly true for newer homes constructed with tighter windows and doors to save energy. Indoor air pollutants can trigger asthma and allergies. In children aged 5 to 17, asthma is the leading cause of school absence. In addition, unhealthy air can cause fatigue, headaches, nausea, scratchy throat, and nasal irritation. These symptoms are often mistaken for flu or cold symptoms.

## Major Indoor Air Quality Problems



## Find Out What You Are Breathing

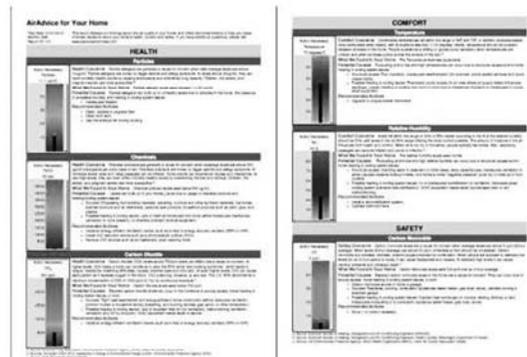
AirAdvice is an independent third party whose IAQ program enables us to identify and resolve key indoor air quality (IAQ) problems that can affect you and your family's health, comfort and safety.

AirAdvice's unique technology analyzes your home's air. The AirAdvice monitor continuously samples the air in your home and records the six key parameters of indoor air quality:

- ✓ Temperature
- ✓ Humidity
- ✓ Carbon Dioxide (CO<sub>2</sub>)
- ✓ Particulates
- ✓ Volatile Organic Compounds (VOCs)
- ✓ Carbon Monoxide (CO)

This data is transferred via cellular connection to AirAdvice servers where software analyzes the data, generates a report, and emails it to us.

In 30 minutes, we will share with you the full-color AirAdvice IAQ report that enables you to "see" your home's daily air quality. Together we can then determine what may be affecting your home's indoor air. The report also suggests ways to solve your air quality problems. Using the report, we can work together to select the solution that is right for you.



SAMPLE 2-PAGE REPORT

Turn over for Special Offers