

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."

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Did You Know...

...Vincent's offers 12.9% reduced A.P.R. financing for your service needs including replacing your water heater? Credit approval is required and only takes a few minutes because the application process is simple.



OWNER'S CORNER

THROUGH MY EYES

One of the most frequent questions that I am asked by clients is "How is your father doing?" My father acquired Vincent's in 1971 and ran it until 2001 when he retired and company operations were turned over to me. I am happy to report that my father, Ray Squires, had his 81st birthday earlier this month. He and my mother, Kay, still live in Port Huron and so I get to see them often.

I was blessed to have such a wise mentor in my father. Growing up, one pearl of wisdom he encouraged me with was his saying that "it's easier to change direction in a moving car than in one that is stopped". He shared this with me when I was trying to figure out which path to



Ray Squires celebrating his 81st Birthday with my mother, Kay, my brother David (far right) and our wives, Karen and Jane, with me behind him.

follow in life in my late teens. His saying also applies to taking over an established business versus starting one. When he got Vincent's, other
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New Federal Government Water Heater Standards to Make Water Heaters More Expensive and Larger in Size

New energy efficiency standards for water heaters manufactured in the U.S. effective April 16, 2015 will bring about significant changes that will affect you when you need to replace your current water heater. This is due to updates to the National Appliance Energy Conservation Act (NAECA) by the U.S. Department of Energy. The stated purpose

is to reduce energy consumption nationally which can thereby reduce 'greenhouse gasses'. However, whether the changes will result in energy savings that offset a higher replacement cost and give you a positive return on investment may be a different story. To achieve new energy efficiency goals, water heater

models will be 2 inches wider and 2 inches taller to accommodate additional insulation around the tank. Further, all residential electric models over 55 gallons must be of the Hybrid Electric heat pump water heater type design. The new standards mean that water heaters meeting the new NAECA standards will be more expensive. (As
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Federal Government Water Heater Standards

“...In addition to increased water heater prices, there can also be additional replacement costs

of this writing, I still do not have information on the new models.) In addition to increased water heater prices, there can also be additional replacement costs due to having to relocate your water heater or to have modifications performed to accommodate the greater space requirements.

Alternatively, you may have to choose a smaller capacity model that may fit your space limitations or change to a more expensive tank-less model.

Consider the height of your current model: is there room for an additional 2 inches? If it is gas, can the exhaust vent be

raised by 2 inches and still allow the exhaust vent to slope upwards to where it enters the chimney? Will there still be enough room for the water lines? Then there is the width to consider: is your current water heater jammed into a tight spot with no room to spare?

If you don't have these space limitations the increased sizes should not affect you.

However, if you don't have the room to spare you may face additional costs at time of replacement.

If your water heater is older and nearing replacement – and especially if you have space concerns – it may be in your

best interest to consider having it replaced soon before your option to choose a less expensive and smaller-sized model is no longer available. However, don't wait until the last minute. Water heater manufacturers are in the process of ending production of the current models and are changing their lines for the new models.

The inventory of old models may be gone before April 16. Please note: the April 16, 2015 NAECA water heater rule changes will only affect you when your water heater needs to be replaced. If your water heater is working, you can continue to use it.

A LETTER FROM A VINCENT'S CLIENT

Dear Mr. Squires:

I am writing to you in regard to your recent replacement of my home furnace which was causing me considerable illness due to carbon monoxide from its cracked heat-exchanger.

Although elderly and disabled at this time I have a long history within the trades. My father, a carpenter, long ago impressed upon me the critical importance of leaving every job with both a happy client and truth in my own heart that I had done the finest job possible or I had no right to a restful night's sleep. Please know that everyone at Vincent's Heating & Plumbing may claim the soundest sleep there is.

The dedication of yourself; Technician/Mr. Tom Jones & his aide Tyler; the craftsman Michael; and Carol & Nancy in your front offices is as earnest as I have ever witnessed. Any question or concern I had was promptly and kindly addressed.

Thank you for keeping this one old codger safe and warm.

God bless,

Joe Eckert of Marysville

THROUGH MY EYES (CONT' D FROM PAGE 1)

than a name that had been around since 1959, it was just my father and a bookkeeper. In contrast, when I moved into his position, the company had an office staff and specialized field staff in service, maintenance, and installation departments. For me, the 'car' was moving at a good clip; for my father for all intents and purposes the 'car' was in park. I owe him a lot for that.

He made some very good decisions that helped establish Vincent's on a solid path. One of those decisions was in personnel. I once asked him whom his 'best hire' was and there was no hesitation. "That's easy" he said. "It was the first worker I hired: Dave Frazier - for his loyalty and dependability. He started as a helper and ended up as my right hand man as Service Manager." It certainly did help shape the business, as I was blessed to 'inherit' such a knowledgeable and experienced person to run field operations.

Another decision that he made was the direction that

he established both in how he treated customers and in standing behind the service and products Vincent's provides. It was in this area that he had a far-reaching impact on the entire heating, cooling and plumbing industry. Let me explain: Even before he went into business my father let his Christianity shape the way he lives in all areas of his life. When he became a businessman it was no different. And so the Golden Rule (paraphrased) - "Treat others like you would want them to treat you" - became a principle that he lived by at home and at work.

This had a direct impact in our product warranty. He decided that a person should be just as satisfied with a furnace that we install for the entire first year as they are the first day - and if we couldn't satisfy them that we should give them their money back. For years he operated this way. And then he had a flash of inspiration: if we're going to stand behind our work with such a strong guarantee then why not tell customers about

this when they are deciding to invest in a new piece of equipment?

This is how our One-Year Satisfaction Guarantee came into existence - the guarantee we describe as our 'one-year test drive'. This was in the late 80's. Then in 1991 I shared this practice at a national gathering of top contractors. It was so well received that it was applauded and, as they say, the rest is history. It quickly spread like wildfire among best practice groups and today it is a standard practice with top quality contractors around North America and has even been adopted in other countries.

Another of my father's sayings is that each successive generation should be better off than the one before it because it 'stands on the shoulders' of the preceding one. I know I'm thankful for the 'shoulders' I am 'standing on' - they were also big enough to provide a solid foundation for Vincent's Heating & Plumbing.

-Daniel Squires

"...For me, the 'car' was moving at a good clip; for my father for all intents and purposes the 'car' was in park. I owe him a lot for that."

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Birthday Word Search

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

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Cake
Family
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Party
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Getting Older
Presents

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Humor Section



Birthday humor

What do George Washington, Abraham Lincoln, and Christopher Columbus all have in common?

They were all born on holidays.

What do they serve at birthday parties in heaven?

Angel food cake.

What did the bald man say when he got a comb for his birthday?

Thanks, I'll never part with it.

Patient: "Doctor, I get heartburn every time I eat birthday cake."

Doctor: "Next time, take off the candles."

I like birthdays, but I think too many can kill you

From Jokes4us.com