

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

65 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

INSIDE THIS ISSUE:

<i>Through My Eyes</i>	1
<i>Sewer Backups...</i>	1
<i>What Our Clients Say</i>	2
<i>Word Search</i>	4
<i>Humor</i>	4
<i>Now That's Good News!</i>	4

Did you know...

...we've extended the sale on our drain treatment products until March 31. You can save \$10 off the regular price of RootX, Bio-Clean, or Total-C until then.

THROUGH MY EYES

This year is the 65th anniversary of Vincent's Heating & Plumbing. While I don't know what day or month Vincent **Unte** started the business, I do know the year - 1959. I suspect that he started it to keep himself busy after his wife died, as he was in his late 70's and had been retired for many years.

The connection to the Squires family began 6 years later, in 1965, when my father, Ray Squires, went to work for Vincent as a plumbing apprentice. Five years later, dad had earned his Master Plumbing license. Thinking of retirement - again - Vincent approached my father to see if he would purchase the business from him. My dad agreed, and on April 1, 1971, my parents acquired the business.

In those early days, Vincent's was barely a 'mom & pop' operation, consisting of only my dad, another

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



On a job with my father, Ray Squires, back in 1999. At the time I was general manager and Dad was still president. He retired in 2002 and handed me the reigns of the company. He passed in August 2016, but the legacy of what he built - a commitment to high quality service and standing behind our work - still lives on at VHP.

- Daniel Squires

Continued Page 3

How to Avoid Sewer and Drain Backups - Part 3

In parts 1 and 2, we explored sewer backups caused by damaged pipes and tree roots. But pipes don't have to be damaged or be invaded by roots to become clogged. We are also seeing sewer and drain backups that are caused by low water flow toilets and faucets.

A common science fiction plot is with unintended bad outcomes of a scientific advancement - think

'Jurassic Park'. In this case, government standards that mandate less water usage have a negative impact on how our plumbing systems work.

Not only do water saving dishwashers have a problem getting dishes clean, but the lower volume of water from water-saving toilets and faucets can fail to carry the waste away. And when this happens, the waste is left

Continued Page 2

Sewer Backups... (Continued from Pg.1)

'stranded' in the drain or sewer pipes where it can cause a clog.

The problem is that plumbing drains weren't engineered for the reduced volume of water that these water saving appliances provide. And when the volume of water is restricted, we can end up with problems.

Other plumbing system consequences of water saving mandates:

Toilets that don't flush well for anything other than liquid waste. And since multiple flushes are often required, this defeats the stated purpose to save water. Plus, it can be an aggravating waste of time to wait for the tank to fill between flushes and hope that it will clear eventually.

'*Soap Scum Buildup*' inside drain lines can be a bigger problem with less water flushing kitchen and lavatory drains. When soap byproducts combine with naturally occurring minerals ("hardness") in water it accumulates on the walls of the drains. This is the

black, gooey sludge that clogs these drains.

What You Can Do: **- For Poorly Flushing Toilets**

As a general rule, when 'doing business', flush more often - don't wait until the toilet bowl is full of solid waste before flushing.

However, sometimes the reason for a poorly flushing toilet is that it was designed poorly. In this case, replacing the toilet is the best option.

When you need to replace your toilet, our plumbers can give you options for low water volume models that work very well and provide satisfactory flushing performance.

Also, be careful not to use excessive amounts of toilet paper – and never flush feminine products or (so-called) flushable wipes down your toilet. The reduced volume of water doesn't carry these away. We have encountered sewer backups caused by big mounds of accumulated toilet paper.

- For 'Soap Scum Buildup'

Flushing more water down the drain can help - especially if you have a garbage disposal. Occasionally fill your sink with cold water and let it empty in a rush to flush your drain. This won't fix a slow drain where the soap scum has already built up, but it can help prevent it.

Also, consider using a drain treatment product like Bio-Clean or Total-C. These can also gradually eat away existing soap scum that has built up over time, but for immediate results you need a plumber to clear the drains.

Conserving water with low water flow toilets and faucets is a worthy idea. It's unfortunate that these efforts cause so many unintended consequences and increased costs. And it's ironic that resolving these issues can end up wasting water.

If you have an issue, don't wait until it becomes a bigger problem. Call us if we can help you.
– Daniel Squires

What Our Clients Are Saying...

"Our furnace was 41 years old and decided to give out about 5 days before Christmas. Vincent's was able to fit us in and have the heat on for Christmas. We can't express enough how grateful we are for their fantastic service!"

- *Chris Master, Marysville*

Through My Eyes (Continued from Pg.1)

plumber, and a bookkeeper, with my mom providing extra bookkeeping help at times.

Soon he made his first hire, and it was a good one: Dave Frazier - who went on to be our long-time service manager. My father applied his Christian values to how he operated his business and established a reputation for delivering high quality service and standing behind his work. But the business remained small for the next 15 years, until Dad decided to make a change and invited my brother David Squires and me to join the business to help it grow.

The Challenge of Growing a Small Business

On the old Ed Sullivan show, there was a regularly featured performer that would spin plates on top of tent poles. He would start with one plate and keep adding more until he had eight or more all spinning at the same time. As long as the plates were rotating at a good speed they would keep spinning on the poles. To keep them from falling, he would have to run frantically back and forth between the plates as they began to slow and wobble to keep them spinning - or they would fall and break. (Google 'Ed Sullivan spinning plates')

This is a fairly accurate depiction of what it's like to run a business. It's easy to do in a small business when there are only a few plates to mind - but growing a business is like adding more and more spinning plates. When a business is small, the business owner is the guy running back and forth to keep everything spinning. Except in a business it's not a plate that falls and breaks - it's an unhappy customer or some other business failure. As a result, the size of a business is limited to the



number of plates the owner can handle. And that's the reason why so many businesses end up remaining small.

A business can only really grow and keep happy customers as systems and processes are put into place to keep the 'plates' spinning. This gets the owner out of the trap of having to keep the plates spinning and focus instead on running and growing the business with - you guessed it - more systems and processes.

For Dad, delivering quality service and keeping our customers satisfied was of prime importance. He knew that he couldn't do that and put the processes and systems in place needed to grow Vincent's by himself. He needed help - and that's why he brought David and me in to join him. He tasked us with growing Vincent's Heating & Plumbing while keeping intact the excellent reputation for taking care of his customers that he had earned. And our commitment to our customers remains as strong today as it was then. I'll pick up the story from here next month.

- Daniel Squires

Heating & Air Conditioning
Amana
LASTS AND LASTS AND LASTS.®

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

Word Search - TV Westerns - Part 1

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Vincent's News is published 11-months per year.

Past issues are available in PDF format online in the Van Go Gallery at:

VHPinc.com/gallery

After the July 2023 issue, the PDF format also has the Word Search solution

B	R	T	G	L	G	G	D	R	R	G	E	C	B	L	B	D	T	H	T	BatMasterson
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www.vhpinc.com

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Humor Section



A young boy is listening to the radio in the car with his father. "Dad, what music did you like growing up?"

"I was a huge fan of Led Zeppelin," the father replies.

"Who?" the son asks.

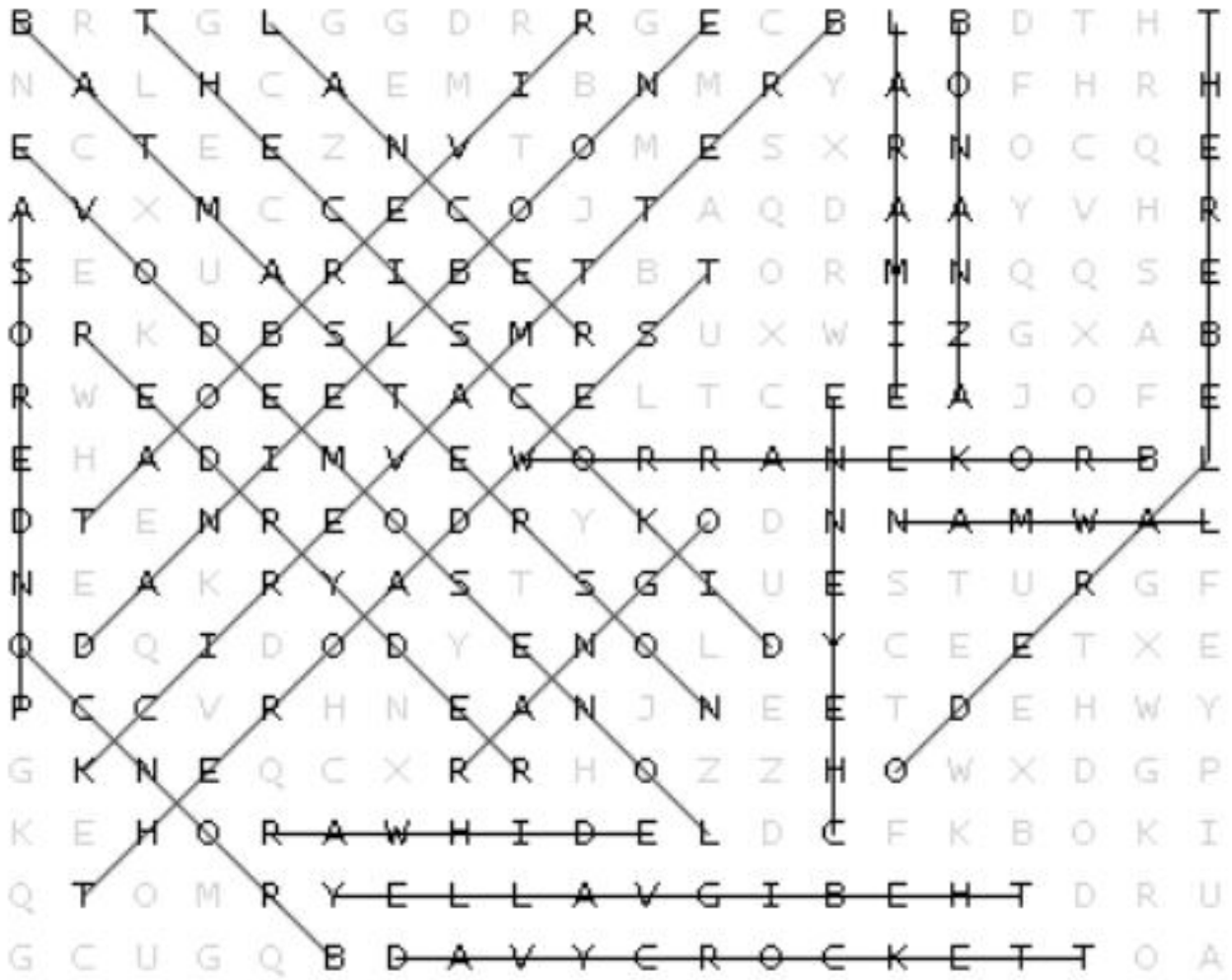
"Yeah!" the dad responds, "I liked them too!"

Now that's good news!

"The LORD bless you and keep you; the LORD make his face shine on you and be gracious to you; the LORD turn his face toward you and give you peace."

Numbers 6:24-26

Word Search Solution – March 2024



Mea Culpa – This month’s word search is missing 2 listed words:

TheLoneRanger

TheRangeRider.

My word search generator left them out for some reason and I did not catch it before publishing.

I apologize for any frustration and thank you to those who pointed out this over sight..- Daniel Squires

Did you see this money-saving opportunity on a recent billboard?

**SAVE \$50 OFF
A FURNACE TUNE-UP**

Plus Get A
**FREE GAS LINE
LEAK INSPECTION**



VHP VincentsHeatingPlumbing.com



Our technician, Jeyson, is shown using an extremely sensitive electronic leak detector that is able to pinpoint even hard to find leaks. When you have us do a gas line leak inspection, we will check the gas lines to all your appliances and all of your (accessible) joints and fittings. Over time, the pipe sealant used at connections and fittings can dry out and be the source of a leak. It's also especially important to check gas shut-offs which can be prone to leaks. Having your gas lines periodically inspected for leaks is important for the safety of you and your family. To take advantage of this offer **call us at 810-985-7103** and ask for the **BILLBOARD TUNE-UP & GAS LINE LEAK INSPECTION PROMOTION.**

Expires April 30. No expiration for clients with our Enhanced Service Plan.

If you have our Enhanced Service Plan, you are already saving more than \$50 on your annual heating visit. Be sure to ask for a Free Gas Line Leak Inspection on your normal annual heating visit. TURN OVER FOR ANOTHER GREAT OPPORTUNITY...

In case you missed it, here is another money-saving opportunity featured on a recent billboard...

STOP BREATHING UNHEALTHY, DIRTY AIR IN YOUR HOME!

SAVE 10% OFF
Air Duct Cleaning
Packages



VHP VincentsHeatingPlumbing.com

It's amazing the amount of filth that we find in air ducts. Check out our gallery of before and after photos from air ducts that **we** have cleaned at www.VHPinc.com/DuctCleaning. **WARNING**: the before pictures may be disturbing - especially when you consider that the customers in these homes had been breathing air that had been contaminated as it passed over the filth inside these air ducts - in some cases for years! Breathing dirty air can cause serious health problems for both the short and long-term.

In the photo, our duct cleaning specialist, Rob, is about to insert our **Roto-Brush Duct Cleaning** vacuum hose & brush into an air duct register opening. The brush scrubs the inside surface of an air duct as the vacuum immediately sucks it up the dirt and debris. He also uses a video monitor to keep track of the progress and to make certain that he thoroughly cleans the air ducts. We recommend having your air ducts cleaned every 3-5 years. Your air ducts should be checked on your annual furnace maintenance visit.

To take advantage of **10% Savings** call us at **810-985-7103** and ask for the **10% Air Duct Cleaning Savings**. We'll send Rob out to evaluate your system and show you the packages to choose from. From now until **May 3** you can save 10% off your package.

- Vincent's News Exclusive Promotion -

Get VHP's Enhanced Service Plan & Save \$50 Off a Service or Maintenance Call, or Replacement!

For the next 12 months as a VHP Enhanced Service Plan client you'll get:

<i>EXCLUSIVE ACCESS TO EXTENDED SERVICE HOURS</i>	Year-round access to Extended Service Hours (daily until 10 pm) for emergencies - not available to the general public.
<i>PRIORITY SERVICE</i>	Priority access to service during normal working hours - same day or no later than next business day guaranteed.
<i>ANNUAL CHECK UP</i>	In 12 months we'll return for a 'wellness visit' to make certain your equipment is operating safely and delivering maximum performance. <u><i>The annual check up is a \$199.20 value if purchased separately!</i></u>
<i>'NO NEGLECT' CHECK UP VISIT REMINDERS</i>	VHP takes responsibility for setting up your annual check up when its due so you don't have to!
<u><i>DISCOUNT SAVINGS</i></u>	Save 10% off repair tasks for covered equipment.
	Save 10% off consumable maintenance items like filters, etc.
	Big savings for your eventual replacement of your furnace, boiler, or A/C with our \$50 annual contribution to your ESP Replacement Bank
<i>PEACE OF MIND</i>	You'll rest easier knowing that the most important system to keep your family safe and comfortable is getting the attention it requires.
<i>AS LOW AS 37¢ PER DAY</i>	All of the above for a budget friendly \$12.45 per month for each option or unit covered. (<i>\$11.40 each with 3 or more options!</i>)
<i>RISK FREE - NO LONG TERM COMMITMENT</i>	There's no contract - you can cancel anytime!

**SERVICE ACCESS, ANNUAL CHECK UPS
& \$50 OFF THE PRICE OF A CALL!**

WHEN YOU GET VHP'S EXCLUSIVE
ENHANCED SERVICE PLAN YOU GET
ALL THE BENEFITS LISTED
 INCLUDING THE ANNUAL CHECKUP!!
 FOR \$50 LESS* THAN THE
 COST OF JUST AN ANNUAL CHECKUP
 PURCHASED SEPARATELY!

*FOR EACH UNIT COVERED!

'ala carte' Annual Check Up per visit:

- Furnace or Boiler Combustion Optimization & Safety Inspection (COSI)..... \$199.20
- Air Conditioner Performance Optimization & Cleaning (POC).....\$199.20
- Plumbing & Water Heater Service (PWHS) includes Water Heater maintenance..\$199.20

- versus -

***Enhanced Service Plan fees per unit covered:**

MINIMUM 25%
 SAVINGS (\$49.80)
 PER UNIT COVERED!
 VS.
 ↓

(each unit includes the above equipment annual checkup)

- Heating system (furnace or boiler each)...\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year
- Cooling system (air conditioner each).....\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year
- Plumbing system (water heater).....\$12.45 per mo. or ~~\$199.20~~ per yr \$149.40 per year

"ONE MONTH FREE WHEN YOU GET ALL 3 !"

To take advantage of this promotion, present this page to your tech on your service or maintenance call.
 New replacements - call the office for details. Older replacements - set up a maintenance call to get \$50 off.