

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

61 Years of Excellence!

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Did you know...

...that all furnace & boiler manufacturers require routine maintenance* by a qualified service tech annually? This goes right along with warnings from the Centers for Disease Control (CDC), the U.S. Fire Admin., and the Consumer Product Safety Commission (CPSC).

* You can find this in your equipment Owner's Manual.

THROUGH MY EYES

This 'Holiday Issue' is the 11th and last issue of Vincent's News for 2020. With all the busyness around the holidays, I take a break from my writing duties to enjoy the season. Also, with so many things competing for your attention until the end of the year, this gives you a break, too!

2020 has been a year that has given us all 'surprises' that

none of us wanted. Still, the Bible urges us *'whatever is true, whatever is noble, whatever is right, whatever is lovely, whatever is admirable – if anything is excellent or praiseworthy – think about such things'* (Philippians 4:8) – and so that is what I try to do.

This month, in keeping with the season and the above wisdom, I have been focusing on the things

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



Brendan is checking his combustion analyzer on a furnace Combustion Optimization & Safety Inspection

that I am thankful for. Let me share a few:

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Two Things That Can Affect Your Health & Safety Now That Cold Weather Is Here

Have you ever wondered why we have a 'flu season'? Why isn't flu season all year long? Does the flu virus somehow hide or go dormant the rest of the year? The answer is that viruses are always among us, it's just that at certain times of the year the natural barriers that protect us are diminished to the point that we are more at risk.

One of the natural

barriers is sunlight, which can kill viruses. When we spend more time outside during warmer weather we are less at risk. Another natural barrier is humidity. As this column reported in the April, humid air shortens the distance a virus can travel – including COVID-19. This is because air molecules that are heavy with humidity are larger and act as a barrier to virus-

laden 'droplets' from a sneeze or cough to prevent them from spreading. But when cold temperatures return, these natural protective barriers diminish, and people get sick with colds and flu.

Mucous membranes lining our mouth, nose, windpipe and more are another protective barrier. Mucus – 'snot'

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Two Things... (Continued from Pg.1)

– protects us by filtering out the pollutants that we breath – including viruses! Typically, things captured are coughed out or are carried to our stomach where our digestive acids destroy anything harmful. But, when cold temperatures come, breathing dry air ‘thins out’ or dries up our mucous membranes and we lose the protection they provide and we become more vulnerable.

Have you checked the humidity level in your home since the arrival of colder weather? A humidity level of 40% to 50% is optimal to keep your mucous membranes from drying out to keep you healthy in your home.

The danger posed by carbon monoxide is the second thing. CDC – The Centers for Disease Control – warns that “Each year, more than 400 Americans die from unintentional CO poisoning...more than 20,000 visit the emergency room and more than 4,000 are hospitalized.” Top CDC recommendations include:

- Having your heating system, water heater and any other gas burning appliance serviced by a qualified tech every year.
- Installing a battery-operated Carbon Monoxide detector in your home.

They also caution that infants, the elderly, people with chronic heart disease, anemia, or breathing problems are more likely to get sick from carbon monoxide.” *Source: <https://www.cdc.gov/co/faqs.htm>*

Here is why this affects you: your furnace produces carbon monoxide as a natural byproduct of combustion. Normally, the CO is vented outside through the furnace exhaust, where it does no harm to you. You already know this. But what you may not know is that all that separates this deadly gas from the air you breath is a metal sleeve about 1/8 inch thick. This ‘sleeve’ – the heat exchanger – will eventually break from the metal fatigue caused by heating up and cooling down—

similar to how a paperclip will break if bent back and forth. When this happens there is nothing to prevent the CO in the exhaust from mixing with the air you breath.

And even if the heat exchanger is intact, carbon monoxide also poses a danger if your chimney or exhaust vent wears out or becomes plugged. Also, sometimes your furnace combustion will create concentrations of CO considered so dangerous that the furnace is considered unsafe to run and must be condemned. This is why CDC warns you to have your gas burning appliances serviced annually.

These are only a few of the risks that we check for on our Combustion Optimization & Safety Inspection performed by a certified Carbon Monoxide & Combustion Analyst.

Call us to set up having your furnace or boiler serviced to make certain it is safe and performing well.

- Daniel Squires

What Our Clients Are Saying...

“Outstanding service at a fair price. I highly recommend Vincent’s Heating & Plumbing to all my family and friends!” - Barb Oswald—Kimball

Through My Eyes (Continued from Pg.1)

You and the other Vincent's Heating & Plumbing customers – and especially so this year if you have had us provide service for you during this crisis. We have the best customers! Too many businesses are suffering and even permanently closed due to the lockdown and COVID related issues, while we are still going strong - thanks to you!

The Vincent's Heating & Plumbing team: be it the technicians, the clerical staff, or our leadership team, I am thankful for each one. In spite of the challenges of 2020 – I couldn't ask for a better team to be a part of. Although some of the clerical staff worked from home for a period, all of the techs made themselves available to provide 'essential services' to keep your furnace running or your plumbing working – in spite of the potential risk to them and their families. I already knew that our techs are terrific, but due to the pandemic, I have a new adjective to describe them: brave. And when they weren't working, they stayed busy with online technical training. As a result, we came out of the 'lockdown' with a better trained technical staff that has enhanced the service that we provide.

In addition to their

commitment to serve our customers, I am grateful for how well disciplined each one of our techs have been – and still are - to abide by our safety protocols that include disinfectants, hand sanitizer, daily health screenings, and wearing face coverings when social distancing is impractical. These things are tiresome and wearing the face coverings are uncomfortable. But each member of our team is committed to your safety and soldiers through it. Many thanks to Michael, Andrew, Marvin, Brendan, Greg, Rob K, Nathan, Jeyson, T3, Brandon, Sean, Rob P, Troy, and Dave!

Our clerical team – Nancy, Carol, Bobbie, and Amy - also rose to the occasion, whether working remotely in the beginning of the lockdown or in person. As with the technical staff, they have had to deal with protocols to maintain social distancing and plexiglass partitions to keep them safe. I am very happy to report that not a single member of any of our teams has been infected with COVID!

In addition, they had to work tirelessly to contact our customers to postpone our maintenance visits when Michigan was locked down, to ask health screening questions when scheduling a call and

before dispatching a tech, and scrambling to fill slots that became open when someone declined for safety reasons to let us provide service. And Patty, our Inventory Specialist, has been outstanding. She not only kept up her normal parts ordering and stocking tasks, but she managed to work miracles to find and procure the PPE (personal protection equipment) including facemasks and hand sanitizer that we needed to keep the team going and safe.

Finally, I couldn't ask for better, more supportive people than our team leaders, Tom – our Field Operations Manager - and Colleen – our assistant General Manager. They have provided solid leadership to the team throughout the year and kept things running smoothly – as well as providing solid counsel and encouragement as we met the various challenges.

These are the people that make up Vincent's Heating & Plumbing. They make it into the company that it is and provide you service. What a great team! I'm humbled and blessed to be part of it.

My final wish for 2020 is that you may stay safe and have a blessed holiday season – and that we soon get past this virus threat and return to normal!

- Daniel Squires

THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVE YOU!

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ATTENTION VHP CLUB MEMBERS:

If your annual Club visit schedule has been affected by COVID I want to thank you for your patience and understanding!

- Daniel Squires

Pies Are Round

W H L I Q Z Q D R E M R C O L F E I M R
M X R N H Z U K H E D D O T D Y Y A E F
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- Apple
- Pumpkin
- Blueberry
- Banana Cream
- Blueberry
- Mincemeat
- Strawberry
- Cherry
- Coconut
- Cream
- Peach
- Sweet Potato
- Chocolate
- Cream
- Grasshopper
- Lemon Meringue
- Custard
- Turtle
- Rhubarb
- Blackberry
- Key Lime
- Pecan

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Humor Section



The Most Reasons to be Your Best Choice

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A timid little man flying home for the holidays was seated in the window seat of an airplane next to a scowling brute of a guy.

The little man was terrified of flying, and as soon as the plane took off, he felt sick.

The big guy sitting by him was fast asleep, and he couldn't figure out how to get past him to the bathroom.

Then it was too late; he got sick all over the big guy.

As he frantically wiped up the mess, careful not to wake the giant, the brute's eyes flew open.

The timid man smiled and said in a shaky voice, "Feeling better now?"