

# VINCENT'S NEWS

The 'Van-Go' Gallery



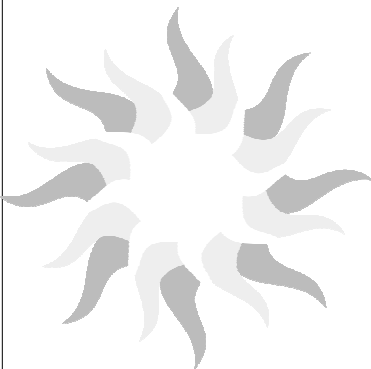
*"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."*

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**Did You Know...**

**...You can use a garden hose to clean your air conditioner and improve it's efficiency during the summer? Read page 1 bottom article to learn more.**



OWNER'S CORNER

**THROUGH MY EYES**

It's hard to believe that it really involved in has been 40 years since I the band and was graduated from Port Huron part of the Big High School. In July I got Red Marching the chance to catch up with Machine. It was many of my classmates at always a the Dorsey House in North disappointment Street at our 40 year class that I missed by reunion. Although my wife one year going Karen graduated from Port with the band to Huron Northern, she also the 1972 Olympics in Munich knew a lot of people and Germany to be a part of the we both had a great time opening ceremonies. I was hanging out and talking. a freshman at the time and High School was an the only students from my interesting time. I was class that went were the



Here I am at my 40 year high school reunion. It's hard to tell in the picture, but I am the tall guy in the back row, center.

color guard, the flag bearers and one tuba player. I have to console myself that in later

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**Four Tips on Getting the Most from Your Central Air**

Tip #1 – Use a garden hose to keep grass clippings and other debris – such as cottonwood – off the outside A/C unit. A clean condenser is needed for your AC to work. Important: don't spray directly at the condenser coils at a right angle, which can drive the debris deep

into the coil. Rather, angle the spray perpendicular to the side of the coil, so the water glances along the side and pushes the debris off the unit. A dirty condenser coil diminishes the cooling performance and drives up your electric bill.

Tip #2 – Make sure to

change your furnace filter and check it often. A plugged filter stops air flow and your home won't cool like it should. A clean filter improves cooling performance and saves electricity.

Tip #3 – Resist the urge to turn off the AC

*Continued Page 2*

## Four AC Tips (Continued from Page 1)

and open all the windows on a nice day. When you let fresh air in you also get humidity. You pay a big price in comfort and electricity when you restart the AC to dehumidify your house again.

Tip #4 – Keep your condensate drain line and evaporator coil clean. Along with cooling your house, your air conditioner lowers the humidity. In fact, your air conditioner has a drain line attached to it to get rid of the water that it removes from the air.

What you may not know

is that just like any drain in your house, the AC drain line can become clogged. The culprit is sludge that over time builds up in your AC condensate drain and drain pan. Eventually the water in your drain pan above your furnace or air handler will back up, causing two problems:

First, it creates a perfect breeding place in your air ducts for bacteria and other nasty stuff to flourish. This contaminates your air when your A/C blows. Second, the water can overflow and cause



damage to your furnace and the surrounding area.

The solution is to clear your condensate drain and keep the nearby AC evaporator clean every year. These are two important components of our annual AC maintenance visit.

– Daniel Squires

“...First, it creates a perfect breeding place in your air ducts for bacteria and other nasty stuff to flourish. This contaminates your air when your A/C blows. ...”

### WHAT OUR CLIENTS ARE SAYING:

Both my boiler and AC unit were assessed and thorough instruction was given on my new thermostat, repairs needed for the AC compressor explained and promptly completed, and heating/cooling maintenance program was explained to me. Very professional and efficient service was provided and I look forward to working with Vincent's in the future for my heating and cooling needs and maintenance.

**Kristina, Port Huron**

## THROUGH MY EYES (CONT. FROM PAGE 1)

years we did march at Disney World and in Niagara Falls, Canada.

A number of my classmates told me that they hear me on the radio. It is always nice to know that my radio ads for Vincent's Heating & Plumbing are being heard. Even more encouraging was hearing from the classmates who are also customers, like Sue Wagenschutz of Marysville and Margo Bauer of Port Huron. Both of them went out of their way that night to tell me how pleased they are by our service. Thank you again.

And while they weren't there, I would be remiss not to mention the staff and teachers at Port Huron High when our class was there that are also great customers (at least the ones that I know of): Frank Haynes, David Eppley, Alan Frost, Barb Donovan, and Bill Mitchell. On behalf of the Class of '75 thank you for being part of a great high school experience and from me thank you for giving Vincent's Heating & Plumbing the opportunity to serve you.

A bitter-sweet moment of the evening came at dusk when we recognized the 35 members of our graduating class that have passed away. Rev. Tom Seppo - also a member of our graduating class and head of the local ministry, Operation Transformation - presided over a memorial ceremony. We were challenged by the recognition of our mortality and encouraged to take stock of where we are spiritually by Rev. Seppo. Then all the names of our departed classmates were read after which Chinese lanterns were lit and released to sail away into the sky like miniature hot air balloons. It was a beautiful sight.

For me, the evening served as a reminder of how important relationships are. As a business owner – and for any member of our team – I never want to worry about going in to a social situation needing to avoid a customer that was left unsatisfied and unhappy with how they were treated by us. That is why on both our repair service work order and our

installation job sheet we have written satisfaction guarantees. I want to know if we fall short because I want the opportunity to make it right.

For us, this starts when I bring on a new employee. I spend a full day of orientation with a new hire to make certain they understand how we do business and how we expect them to treat our clients. Specifically, I refer to the Golden Rule which in essence is "Treat people how you want to be treated". It doesn't get any simpler than that. But anybody can say that. The much harder part is the follow through: standing behind our promises and our work. But it is worth it. Especially when I get the positive feedback that I do. —  
*Daniel Squires*



"...Treat people how you want to be treated". It doesn't get any simpler than that."

Vincent's Heating & Plumbing

2650 Oak St.  
Port Huron, MI 48060

Phone: 810-985-7103  
E-mail: sales@vhpinc.com  
Website: www.vhpinc.com

# High School Word Search

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

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## Humor Section



*From Standup Comedian Steven Wright*

I watched the Indy 500, and I was thinking that if they left earlier they wouldn't have to go so fast.

I invented the cordless extension cord.

What's another word for Thesaurus?

Someone asked me, if I were stranded on a desert island what book would I bring... 'How to Build a Boat.'

Everywhere is within walking distance if you have the time.