

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

64 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

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Did you know...

...Vincent's Heating & Plumbing carries a complete line of water treatment products? This includes water softeners, carbon filters, iron filters, sediment filters and reverse osmosis filters. Ask for a free water analysis test.

THROUGH MY EYES

For the third consecutive year, Vincent's Heating & Plumbing was named both the Best Plumbing Company and the Best Residential HVAC Company in the Times Herald's Community Choice contest. What a great honor this is. I am truly grateful for your support – both in voting for us and giving us the opportunity to serve you.

I mentioned this briefly in last month's Vincent's News in the 'Did You Know' section and on the envelope. Since the results were kept secret until

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



After 24 years at VHP, Carol (center) retired on September 1. Here she is training her replacement, Robin.

Continued Page 3

PROTECT YOUR HVAC EQUIPMENT FROM POWER SURGES & BROWNOUTS

It's estimated that blackouts and brownouts cost U.S. households \$79 billion annually. Every year power surges and brownouts damage heating and cooling equipment and result in expensive repair costs. And it's getting worse as we put more demand on our aging power grid.

What Is a Power Surge?

A power surge is a brief increase – a thousandth of a second - in your home's electrical system. It happens when the flow of electricity is interrupted, then started again, and electricity *surges* back- into the system. The power momentarily *spikes*, then returns to a normal level. An

example of this would be when an appliance like a refrigerator comes on and the lights dim for a moment - the surge takes place when the lights brighten again. Minor power surges can be a common occurrence in a home.

Constant low-level surges that occur in a house - like when motors stop or start - will cause internal circuitry to degrade until they eventually fail. Devices containing microprocessors are vulnerable because digital components are so sensitive that even a minor fluctuation in voltage can affect it. And this applies to furnaces and air conditioners.

A surge protection device can

Continued Page 2

...Power Surges... (Continued from Pg.1)

be used to protect your HVAC equipment from power surges. Essentially a surge protector is a device that diverts excess voltage and current to the system ground without affecting the normal flow of electricity. Surge protectors will guard against the everyday power surges, but not direct lightning strikes.

In a lightning strike, the surge is too intense and can overwhelm a surge protector. Lightning strikes cause instant damage, leaving circuits 'fried' and other parts melted. That is why it is a good idea to unplug electrical appliances and devices when lightning is a possibility. Fortunately, direct lightning strikes are rare and surge protectors can be an adequate safeguard for most power surges.

Please note that surge protectors don't last forever. The internal components degrade with each surge until they are no longer able to provide protection. While with most surge protectors it's impossible to know when they stop functioning. Fortunately, we carry a brand equipped

with a warning light that indicates when it needs to be changed. The surge protector did its job to save you from an expensive repair. Then replace it.

What Is a Brownout?

A brownout occurs when the supply of electricity is reduced by more than 10%. This is usually due to high system demand, storms, or other problems in the power grid. If your lights flicker or dim, this usually is an indication that a brownout has occurred. What you may not see is the damage that has been done to your electrical devices and appliances from this disruption in power.

Brownouts occur for many reasons beyond your control. For instance, system overloads can cause a brownout because the power plant is unable to keep up with demand. Brownouts can last anywhere from a few seconds to a few hours, depending on what caused the problem and how quickly full power can be restored.

A brownout is hard on motors because motors get excessively hot in low voltage conditions. With less voltage a motor will draw more current or amperage thereby causing it to overheat. This reduces motor life. This is true for the blower motor and inducer motor in your furnace and for compressors in air conditioners. If you notice a brownout, you should immediately turn off your heating & cooling equipment and other expensive electric devices to save them from damage.

One solution is to have a line monitor installed. This turns off the power to an appliance in a brownout. Surge protectors are a normal stock item on our service vehicles and line monitors are stocked at our office and are available. You can ask your tech about these devices on a service or maintenance call or give us a call for more information.

- Daniel Squires



What Our Clients Are Saying...

"I'm a repeat customer, for good reason! I can't say enough good about Vincent's and our service tech, Mike, He is very knowledgeable, straight forward, and honest. I know I can trust Vincent's to treat me fair. Everyone that I've dealt with has always been friendly and professional." - *Steven Phillips, Fort Gratiot*

Through My Eyes (Continued from Pg.1)

the July 19 awards banquet, to get the word out and still meet our publication deadline, I had to send multiple versions to the printer. That way we would be ready to print whichever way things turned out. The night the results were revealed we sent word to the printer to use the versions that announced our victory. And while I made that announcement last month, there is more to say about it.

Our employees are a huge factor in our success in achieving these awards. I was reminded of this when Carol announced that she was retiring on September 1st after 24 years as a dispatcher and bookkeeper. Carol has been as solid as a rock at VHP in everything she has done for us - especially dispatching and accounts receivable. Plus, she is a pleasure to be around and a real team player. Fortunately, we worked it out so she will still be available on a part-time basis for a while to help train a replacement.

24 years in any job is a long time - especially in today's job market with all the upheaval and mobility. I am blessed that at Vincent's Heating & Plumbing employee turnover is low. 60% of our teammates have been here 5 years or more and of that number, 20% have been with us over 20 years.

Low turnover means more stability and continuity for Vincent's Heating & Plumbing. Therefore, when new people join the team as we grow, we have an established, consistent culture from which to learn our values and expectations. From this, my goal is that your

every experience with Vincent's Heating & Plumbing has that same continuity and consistency. I want you to be satisfied whether it is a technician in your home or a customer service representative on the phone.

Doubtless, this has been a major contributor to our success regarding the Community Choice contest over these last three years. It also helps that I am very selective in those I allow to join our team. I constantly receive compliments about our team. I'm very fortunate to be surrounded with such a great group of co-workers!

Further, I think that in turn longevity has also carried over to our customers. In addition to long term employees, we also have many clients that have been with us for years - some even decades! If you're one of these long-time clients thank you for sticking with us. And if your time with us is shorter, know that if you give us the opportunity, we'll work hard to be your Best Plumbing Company and Best Residential HVAC Company!

- 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.

European Cities 2 - Istanbul to Porto

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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

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*The Most Reasons to be
Your Best Choice*

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If you would like your name to be removed from our newsletter mailing list please email "stop" to news@vhpinc.com or give us a call.

Humor Section



Did you hear about the guy who bought a wig for a dollar? It was a small price toupee.

I spilled spot remover on my dog.
Now he's gone. - *Steven Wright*

Now that's good news!

"Surely goodness and mercy shall follow me all the days of my life, and I shall dwell in the house of the Lord forever."

PSALM 23:6

PROMOTION EXTENDED TO SEPTEMBER 30!

Heating & Air Conditioning
Amana[®]



S-SERIES

Side Discharge Central Air Conditioner



The Amana S-Series has a space-saving small profile that is less than 1/3 the size of a standard AC condenser.

The Amana smart thermostat lets you control your AC with all of your smart devices - including voice control.

Say goodbye to a noisy outdoor unit, you'll enjoy peace and quiet inside and out with the Amana S-Series AC.

The inverter technology increases energy efficiency by up to 30% or more to help lower your electric bill.



Upgrade to the Amana S-Series AC & Get a \$900 Instant Rebate!

Or Instead of the Rebate Choose A Special Financing Option*:

- 12 Months with No Interest / No Payments Financing
- 9.99% Reduced APR Financing with a Low Payment

* The special financing option will also extend to a furnace, water heater and other package accessories when bundled with an Amana S-Series Air Conditioner.

To take advantage of this promotion call
Vincent's Heating & Plumbing at (888) 985-7103

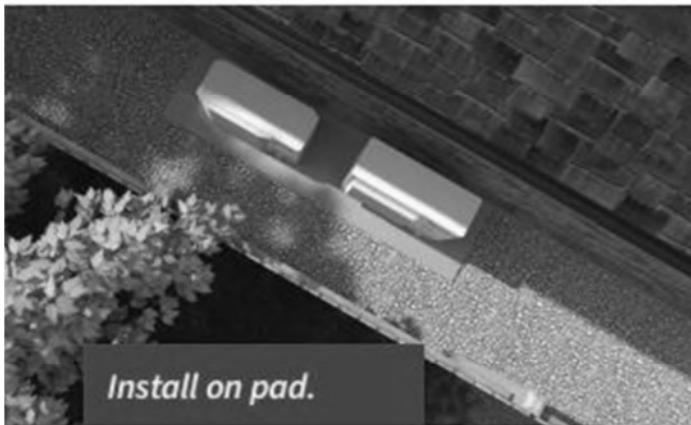
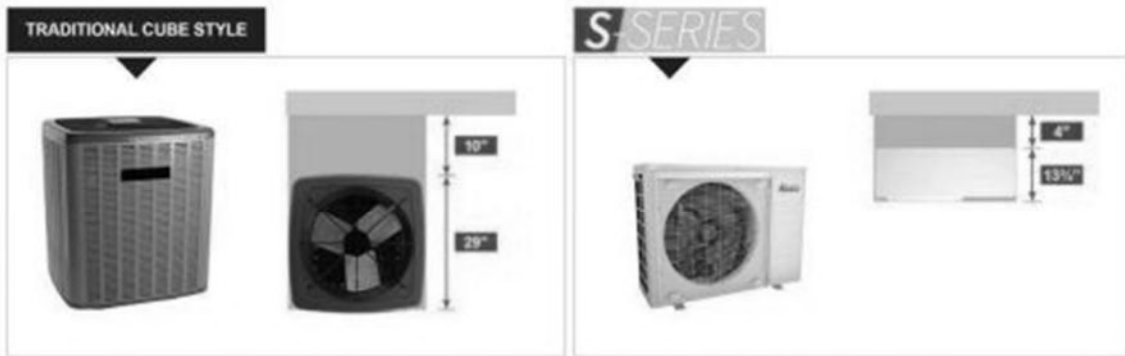
Upgrade Promotion Expires 9/30/2023 - See photos on reverse side →

The Amana S-Series AC looks great installed...

Slim, yet flexible.

- **Slim style + small footprint =**

- Flexibility in design and installation to meet demands of most projects.
- Install on pad or as a wall mount.
- Will support zero lot line and small patio/backyard spaces.



See reverse side for a special promotion.

Is It Time To Replace Your Old, Worn Out Furnace?

Important Considerations

Financing Options

- 12 Months Same As Cash Financing or 11.99% Reduced APR Installment Loan based on credit approval (a 9.99% option is available with purchase of an Amana S-Series AC - see nearby insert.)
The Reduced APR Installment Loan features a low payment option
- No Credit / Bad Credit Option

For all financing options visit VHPinc.com/financing for more information and for pre-approval.

SEMCO Energy Gas Company Energy Efficiency Rebates

Take advantage of these rebates from now until DECEMBER 31:

- | | | |
|---------------------|---|---|
| <u>Gas Furnace</u> | - AFUE efficiency rating of 94% or higher: | \$80 Rebate |
| | - <u>AFUE efficiency rating of 96% or higher:</u> | <u>\$325 Rebate - most common</u> |
| | - AFUE efficiency rating of 98% or higher: | \$525 Rebate |
| <u>Gas Boiler</u> | - AFUE efficiency rating of 92% or higher: | \$100 Rebate - <i>requires boiler reset control</i> |
| <u>Combi Boiler</u> | - AFUE efficiency rating of 95% or higher: | \$600 Rebate |
| <u>Thermostat</u> | - Upgrade from Standard to Programmable | \$20 Rebate |
| | - Upgrade to a Wi-Fi thermostat | \$100 Rebate |

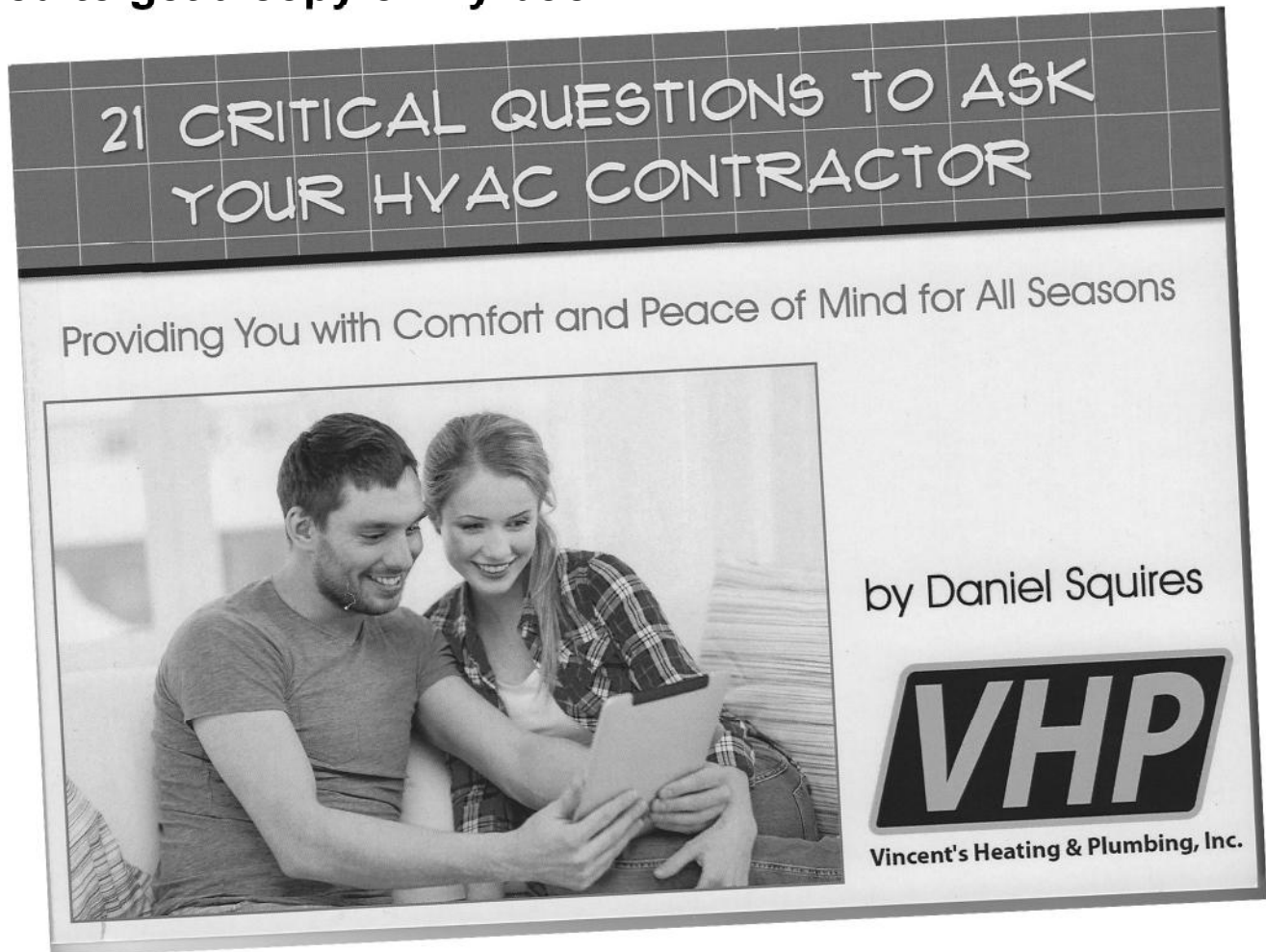
Have You Accumulated VHP/ESP 'Loyalty Credits' toward a Replacement?

If you are a maintenance plan client you have earned \$40 or \$50 in 'Loyalty Credits' every year. Now might be a good time to cash them in to replace your old furnace or boiler. (If you don't remember where they are or have lost them, don't worry - we'll calculate the number of unused certificates you have earned going back 10 years from our records @ \$40 for every year / \$50 since 2022.)

Call Vincent's Heating & Plumbing at 810-985-7103 & set up a visit for a tech to provide you with your exact investment details.
Mention this insert and we'll upgrade your package to include three annual maintenance visits for each piece of HVAC equipment - a minimum \$597 Value! - when you upgrade your furnace, boiler or air conditioner in September, 2023.

...TURN OVER FOR A SPECIAL OPPORTUNITY.....

Before you replace your furnace & A/C or your boiler, you need to get a copy of my book...



This book is jam-packed with tips and explanations that every homeowner should know before investing in a new furnace & air conditioning system or a new boiler. For instance...

- The section on '*Dirty Little Tricks and Secrets*' exposes the shortcuts and 'corner-cutting' that dishonest contractors use that you need to know to avoid being taken advantage of - all things that you don't need to worry about when you choose us!
- We give you a check-list of the things to look for and the important questions you should ask so you get the right system for you.
- It explains how we make exploring a replacement system easy, without any high-pressure sales tactics - when you schedule an appointment, we send a technician who can fairly evaluate your needs - not a professional salesman who needs to make a sale!

You can get a free copy of my book by scheduling an appointment to have a technician give you a free evaluation of your system and go over your replacement options. We'll mail you a packet that includes the book and a personalized copy of the most important guarantee you need - our "One Year No Fine Print - No Hidden Conditions" 100% Satisfaction Guarantee. - Daniel Squires

Call (810) 985-7103 to set up a visit and we'll mail your packet with the book!

ATTENTION SEMCO CUSTOMERS - TIME SENSITIVE

**SEMCO Will Provide an Instant Rebate of up to \$2,750
on a New High-Efficiency Furnace Installed in 2024!**

To be eligible for this rebate:

- Information from your current furnace must be collected before your new furnace is installed.
- You must serve as an integral part of an energy savings pilot program to help reduce energy waste in Michigan.
- Funding is limited so reserve your spot today.
- Rebate must be redeemed after completion of data collection period.

...turn over for details...

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...turn over for details...

...continued from front side...

**If You Are Interested in the SEMCO \$2,750 Rebate
Call Vincent's Heating & Plumbing at 810-985-7103 &
Ask to Reserve a Spot in the SEMCO Furnace Pilot.**

- Your participation will require us to install a monitoring device on your furnace, to check on it approximately 2 weeks later, and to return to remove it 6 approximately months later.
- Data will be collected from October 2023 to March 2024.
- You may withdraw from the program for any reason (furnace fails and needs to be replaced, you change your mind, you move, etc.) however we will need to remove the monitor and you will no longer be eligible for the rebate.

*****IMPORTANT*** REBATES ARE LIMITED AND AVAILABLE ON A
FIRST-COME, FIRST-SERVED BASIS SO CALL (810) 985-7103 TODAY TO
RESERVE YOUR SPOT. ASK FOR THE SEMCO FURNACE PILOT.**

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September 2023

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