

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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OWNER'S CORNER

THROUGH MY EYES

I am very thankful for the positive feedback that I've received about Vincent's News since we began publishing it in September 2012. My intention was to communicate monthly but I only managed to get 3 issues out per year in each of 2012 and 2013. Therefore it was very satisfying that we sent Vincent's News out every

month last year. The satisfaction is both in achieving a goal and in taking the opportunity to regularly share with you. I know our techs do a good job answering your questions when they are with you, but there is a lot of other relevant information of



Here I am with the 2014 editions of the Vincent's News.

value that you might not learn of due to the timing of the tech's visit to your house. One very important purpose of
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Did you know...

...that you could win either a free NSI 3000 Low Level CO Monitor, Bio-Clean, or Root-X? See the enclosed flyer for details of our February drawing and an entry form.

"Whatever Happened To The 80% Efficient Furnace Ban?"

I've had several people ask me this question and because I had devoted so much space in this newsletter previously. This has to do with a mandate from the US Dept of Energy that was to have gone into effect May 1, 2013. While the stated purpose was to reduce energy usage, there are many situations where upgrading to a

90%+ efficient furnace model would have been excessively costly or outright impossible. This caused a lawsuit that resulted in the DOE delaying the ban on 80% furnaces. This much was known in October 2013 when I provided a detailed explanation of the issues and the delay here in Vincent's News (Available online in the

'Van Go' Gallery tab at www.VHPinc.com.) The most recent news is that essentially new guidelines from the Dept of Energy will be forthcoming in about 2020 - 5 years from now. The goal is unchanged - there will eventually be a ban - but hopefully it will provide common sense exceptions.

A LETTER FROM A VINCENT'S CLIENT

Dear Mr. Dan Squires -

My name is Ken Sparr, Sr. My wife and I have been loyal customers of Vincent's for many, many years. In all the years, and many technicians, we have not had any problems or bad experiences with Vincent's or the techs that came to our home. We both thank you very much.



We recently had to replace our furnace on December 16th. We just want to say how much we appreciated the 2 young gentlemen that installed the furnace for us. They were courteous and kept us informed on what was going on.

Vincent's has always had very good people working there. Andrew and Tom are to be commended for their work and their kindness to my wife and myself while installing our new furnace. These two gentlemen are the kind of people Vincent's has had in the past and it's nice to know they still have in the present. Thanks!

Oh yes, thanks to the great Nancy ("Candy Bar") on the phone. She is always very pleasant on the phone. We call her "Candy Bar" because she's sweet but she is half nuts! She is the type all businesses want on their phone helping customers.

Thanks Dan and Vincent's for keeping us warm this winter.

Sincerely

Kenneth & Barbara Sparr, Sr.
North Street

P.S. Again, thank you very much!

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"...Vincent's has always had very good people working there. Andrew and Tom are to be commended for their work and their kindness to my wife and myself while installing our new furnace. "

THROUGH MY EYES (CONT' D FROM PAGE 1)

Vincent's News is to fill that 'gap' so that you won't miss learning information that can be of value to you and of other services and products that can benefit you.

Along the same lines, another purpose of Vincent's News is so that I can share with you the things that we are doing to enhance our service to you. One 'behind the scene' example is how we are now using technology to communicate with our techs. With a new system we put in place at the end of 2014, when your tech arrives he has access to all your prior service records, club membership, and warranty status that he can review before serving you. This allows him to do a better job.

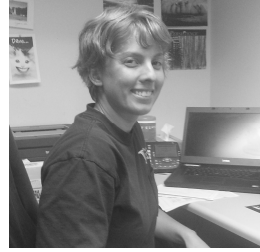
Another feature of this new communication system is how it helps to make sure that when the tech comes to your house to fix a problem that he has the parts on his vehicle. We stock our trucks with parts to solve over 90% of the repairs that we typically repairs that we typically

see. But it defeats the purpose when a part that is taken off the truck is not replaced soon for the next job that needs that same part.

In most companies it is the responsibility of the tech to keep track of the parts that he has used and replenish them when he can. As you might imagine this can be very hit or miss at best and many parts are forgotten. This can be a real big inconvenience for you if the part needed for your repair was the one that wasn't restocked.

One way techs solve this problem is by 'overstocking' their trucks: more parts are put back on the vehicle than are used to avoid coming up short. But this only creates a problem for the next tech when the parts he needs to restock his truck with are 'extras' riding with the tech who overstocked his vehicle.

We avoid these problems with the 'just-in-time' truck restocking system that we have in place. In this system, after each job the tech reports the parts that were used and Patty, our



Patty does such a good job keeping the tech's parts stocked they applauded her at a recent service meeting.

were used and Patty, our inventory clerk, puts them in a restock bin for the tech. This takes the burden off the tech and helps insure that we have the parts we need for your job when you need us. Now with our new communication system we have improved this process. The techs still report what parts they use after each job, but now Patty gets a daily report sorted by technician of the various parts used that day that are needed to replenish each vehicle. This has improved efficiency so we can do a better job of being prepared when you need us.

P.S. This year my goal for Vincent's News is 11 issues – with a combined December – January 'Holiday Issue' as we did at the end of last year.

-Daniel Squires

"...With a new system we put in place at the end of 2014, when your tech arrives he has access to all your prior service records, club membership, and warranty status that he can review before serving you."

Vincent's Heating & Plumbing

Daniel Squires
2650 Oak St.
Port Huron, MI 48060

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

'Candy Bar' Word Search

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

Snickers
Mounds
Almond Joy
Kit Kat
Three Musketeers
PayDay
Milky Way
Butter Finger
Baby Ruth
Hersheys

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Humor Section

What did the valentines day card say to the stamp? *Stick with me and you'll go places*

What do farmers give their wives on Valentine's Day? *Hogs and kisses!*

What did the French chef give his wife for Valentine's Day? *A hug and a quiche!*

What did the pencil say to the paper? *"I dot my i's on you!"*

What did one oar say to the other? *"Can I interest you in a little row-mance?"*

Why is Valentine's Day the best day for a celebration? *Because you can really party hearty!*

Did you hear about the romance in the tropical fish tank? *It was a case of guppy love.*

source: <http://www.jokes4us.com/holidayjokes/valentinesdayjokes/valentinesdayjokes.html>

