

VINCENT'S NEWS

The 'Van-Go' Gallery



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Did you know...

...that you can get a \$10 Discount Coupon for Repairs on our website www.VHPinc.com?

LATE BREAKING:

The Product Safety Commission has issued a safety recall about certain White-Rodger thermostats. The recall DOES NOT apply to any thermostats installed by Vincent's.



OWNER'S CORNER

THROUGH MY EYES

For years I have dreaded March 31. Why? It is the fiscal year end for Vincent's Heating & Plumbing - and that means taking a physical count of our entire inventory. In fact, one of the main reasons we switched from a December 31 calendar year end is because of this task - and that was even worse. Before we switched, New Year's Eve and New Year's Day was typically spent sitting in cold vans counting plumbing and heating fittings and parts. So when Vincent's

incorporated it was a 'no-brainer' to pick March 31 as the fiscal year end. Not only did this move the process away from holiday festivities, but usually it is a lot warmer at the end of March - and less busy as we transition from heating to cooling season. It still can be an overwhelming process, though, as there are thousands of parts that a plumbing, heating and air



Daniel Squires gives a big 'thumbs up' for all the efficiencies gained from our standardized inventory system.

conditioning company needs to have available. And so it is always a big deal and a tedious, time-consuming job. Not only does a physical inventory require an accurate count -

(Continued on next page)

Why You Should Never Buy Certain Furnace Filters

Stay away from electrostatic filters - they can diminish your heating and cooling performance and shorten the life of your furnace. One of the most popular examples of an electrostatic filter is made by a well-known

maker of other household & office products, which lends it a certain credibility. While they boast of greater efficiency, it is how they gain this efficiency that makes it a risky option.

In a nutshell, these filters

restrict airflow and that is bad for your furnace. The air restriction creates a static charge which causes the filter material to become polarized - or negatively charged. This static charge is similar to the static charge you

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THROUGH MY EYES (CONT'D FROM PAGE 1)

Quotable:

Real plumbing slogans from around the U.S.:

- The Lone Drainer - he come pronto.
- Got a leak? I'll take a peek
- We're Plumb Crazy
- Call us when you're backed up
- We repair what your husband fixed

it then has to be priced out to calculate the value for accounting and tax purposes. And the entire task would typically take another 6 to 8 weeks to complete after the actual count was finished.

But this year was different. This year the entire process was complete by April 7 and I've got to tell you it felt great! And the difference: over the past 3-1/2 years we have organized and standardized our inventory.

You may be surprised to learn that in the plumbing, heating & cooling industry that a system of inventory control is virtually

non-existent. Again, with so many items to keep track of, the investment of time to set it up and the cost to maintain it is pretty steep. And so typically inventory and keeping stock on the shelves and in the trucks is both chaotic and hit and miss.

About 4 years ago I decided that we could take care of our clients better if we had a better way to make certain what we carry on each vehicle to handle the majority of repairs we encounter and to quickly restock items that are used. And the result of that process is that today each vehicle in our fleet has identical stock and in the same location, and there is a

just-in-time restocking system to replenish the items used daily.

And while it has been a long road to get to this point - we are still refining it - there is a huge sense of satisfaction to be able to have completed our year-end physical inventory in such a short time.

Especially after all the investment of time and money to get here. But the bigger sense of satisfaction is in having a system that runs like clockwork to make certain we have the things on the truck so we can provide better service for you.

The more we put systems into place, the better we can take care of you.

A LETTER FROM A VINCENT'S CLIENT

Vincent's sent out a tech the first day I called and even better, had the motor I needed on his truck and fixed my furnace very

quickly. The tech was amazing... A few days later they came out and inspected and cleaned up my furnace... He did a

great job and was very personable, honest, knowledgeable and informative. Best experience ever!
-Alex, Port Huron

FURNACE FILTERS (CONTINUED FROM PAGE 1)

can create by scuffing your shoes across carpet. Because house air is positively charged, dust particles are attracted to electro-static filters. It's a clever idea, but there is no free lunch.

By this I mean that the energy to create the static charge has to come from somewhere. And for an electrostatic filter the energy to create the charge is 'borrowed' from the furnace fan by restricting airflow. Unfortunately, everything else that comes from this restriction is bad.

1) Restricting airflow can diminish furnace performance. The more airflow is restricted, the capacity to distribute conditioned air through the ductwork is reduced. This can mean a loss of comfort as the heated or cooled air is throttled and prevented from getting to where it should go. A perfect example of this is a filter that is so dirty that it is completely plugged. No air can pass through it and so no heating or cooling gets to the house. (In some instances a 'no-heat' or 'no-cool' repair call is solved by removing and

changing a blocked filter!)

2) Restricted airflow will cause the furnace and the blower motor to run 'hotter'. In the case of the furnace blower motor, the restriction causes it to draw more amperage, causing your electric bill to be higher. The increased amps put stress on the motor as it works harder. This can shorten your motor life.

3) Restricted airflow will cause greater stress on your furnace heat exchanger during heating season. The restriction means the furnace heat exchanger will operate at hotter temps, because the cooling effect of air passing over the heat exchanger is reduced. This will cause the heat exchanger to fail sooner. And if you are unfamiliar with a 'cracked heat exchanger' many times this is the event that triggers the furnace to be replaced – typically an expensive proposition.

The preferred way to get better filter efficiency is to either upgrade to 4-inch or greater pleated media filter or to a polarized media filter. Both of these options allow for much better air flow than an electrostatic air

filter, while providing equal – or even better – filter performance.

These filters are better for your system: the pleated media type filters provide a substantially greater surface area for the air to pass through, meaning better air flow. And unlike electrostatic filters, polarized filters get their energy from a transformer rather than by restricting air flow. Unless you are changing the furnace, a polarized filter can be less costly to install as they typically fit into the same 1-inch slot as your standard filter.

(We actually have a self-branded (VHP) polarized media filter available for outright purchase or for lease by VHP Club members.)

Here's the bottom line: unless you upgrade to either of the preferred options described above, stick with your standard 1-inch filter. It may not capture as much dust, but it's not going to 'kill' your furnace.

"...Restricting airflow can diminish furnace performance. The more airflow is restricted, the capacity to distribute conditioned air through the ductwork is reduced."



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Armed Services Word Search

S	B	E	U	U	K	Z	E	F	F	D	I	M	U	B	United States
E	E	Y	Q	C	Q	C	E	R	K	R	L	W	Y	Z	Air Force
L	Y	T	M	A	R	I	N	E	S	A	J	Q	V	G	Army
K	I	H	A	O	H	B	K	E	U	U	Y	Z	A	X	Marines
N	T	B	F	T	R	H	S	D	E	G	T	M	N	Q	Navy
X	F	R	E	A	S	I	G	O	L	T	X	R	R	G	Coast Guard
K	I	I	V	R	O	D	I	M	K	S	C	G	J	A	Liberty
A	E	E	F	Y	T	P	E	R	B	A	I	U	H	B	Bravery
K	R	T	B	A	P	Y	B	T	T	O	I	Z	G	L	Freedom
Y	E	G	A	R	U	O	C	V	I	C	Z	W	Y	K	Courage
D	D	H	L	E	P	E	X	K	H	N	H	J	E	W	
C	J	V	E	S	E	R	A	H	P	L	U	D	C	B	

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Humor Section



A 90 year old woman looks out her front window at a 2 man crew of natural gas utility workers. Having nothing else to do, she watches them work.

They finish the job and the younger gas worker challenges his partner to a foot-race back to the truck. As they near the truck, the 90 year old woman runs past them both.

She looks back with big eyes and blurts "When I see the gas men running like that I know it's time to get out!"