

# 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."*



Keith Bahr wants people to know he is doing well in retirement.

**INSIDE THIS ISSUE:**

<i>Through My Eyes</i>	1
<i>Water Recirculating</i>	1
<i>What People Are Saying</i>	2
<i>Ask-A-Tech</i>	3
<i>Word Search</i>	4
<i>Humor</i>	4

OWNER'S CORNER

## THROUGH MY EYES

Keith Bahr, long time service and maintenance technician recently retired. You wouldn't know by looking at him that Keith is old enough to retire – he has the appearance coupled with a natural enthusiasm and energy of a much younger man.

I knew that age-wise the time was coming soon. We had talked for a while about retirement and there was discussion

about him continuing to work part-time. But in the end, Keith decided that there were other things that he needs to focus on at this stage of life.

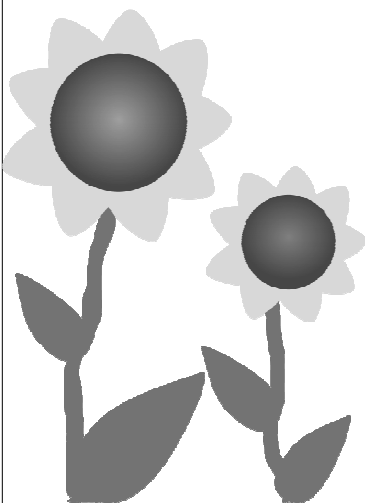
I learned some important lessons from Keith about relating to customers. My natural inclination is that being professional means being formal. Keith, on

the other hand, has a natural ease about him in relating to people that is more casual.

*Continued on Page 3*

### Did You Know...

**...to keep your air conditioner condenser clean from grass clippings and cottonwood. Spray it off with water when you are watering your lawn or flowers.**



## "What About Hot Water Recirculating Systems?"

It's frustrating to wait for hot water to get to your shower when your water heater is a good distance away – especially if your water rates are high.

A way to avoid that problem of waiting for hot water is to have a hot water recirculating system. Until recently this was accomplished by piping

the hot water in a loop and constantly pumping hot water around – to the farthest fixture and back – so there is always hot water at the faucet. This has a couple of drawbacks in that it uses more energy – to both heat and pump the water – and the cost of the additional piping to make the loop.

Of late, you may have heard about a system that employs a clever method to use an existing cold line as a hot water recirculation return pipe. This avoids the cost of a separate hot water return line and is ideal for existing homes. Here is

*Continued Page 2*

## Water Recirculating (Continued from Page 1)

*"...If you are interested in eliminating the wait for hot water and cutting down on water use to keep your water bill down you may be a good candidate for a Hot Water Recirculating System. ..."*

how they work:

A pump is installed in the hot water outlet pipe at the water heater. The pump has a timer that allows you to program what time periods of the day you want hot water to be at your fixture.

Finally, there is a crossover fitting to connect the hot water piping with the cold water piping. Typically the crossover is installed on the lavatory sink hot and cold water lines in the bathroom furthest away from the water heater.

When the pump is not running, the crossover fitting has a check valve that prevents the hot and

cold water from mixing.

When the pump is running the check valve is overcome by a pressure difference caused by the pump and allows water to flow from the hot water line to the cold. The pump acts to both 'push' water from the water heater through the hot water line to the crossover fitting, and 'pull' water back to the pump through the cold water line. The end result? The hot water line is 'primed' with hot water when you want it and all the water that used to be wasted while you were waiting for it is saved.

The only drawback is that when it is working you

now have exactly the opposite problem: if you want cold water you have to wait until all the hot water in the cold pipe clears from the line when you open the cold faucet. The solution is to keep a water bottle filled in your bathroom for drinking and any other cold water needs.

If you are interested in eliminating the wait for hot water and cutting down on water use to keep your water bill down you may be a good candidate for a Hot Water Recirculating System. Call us for more information.

*-Daniel Squires*

### WHAT OUR CLIENTS ARE SAYING:

On the maintenance visits the guys are always so nice and take of my furnace and air conditioning unit thoroughly. Very trustworthy and would recommend them.

Debbie, Marysville

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

Like the difference between a polo shirt and a suit and tie. And consistently I would get calls complimenting him and requesting him in the future.

By watching how Keith related with people on the job, I learned that it is possible to be

professional without the formality. As Keith explained it to me, you just need to treat people like people. And that wisdom allows him to approach work with an attitude that makes it seem fun. And his customers have always loved him for it.

And so while Keith won't be setting that example for us at Vincent's Heating & Plumbing anymore, he helped set a tone that had a lasting impact.

Enjoy your retirement, Keith.

– Daniel Squires

## ASK-A-TECH

I recently had a question from a customer using Bio-Clean who was still getting an unpleasant odor from a bathroom lavatory sink.

Bio-Clean is a product with enzymes and bacteria that eat the sludge that builds up in drain lines. This not only clears a drain line naturally, but eliminates the source of odors coming from the drain.

I explained that the odors were most likely coming from the buildup of sludge in the lavatory overflow. This is the internal channel in the

sink that goes from the overflow outlet – the little hole or holes near the top of the sink bowl - to the drain. A normal Bio-Clean treatment goes directly into the sink drain, and so the enzymes and bacteria would not normally flow into the overflow channel.

Here is how to get the Bio-Clean into the overflow: plug the drain and fill up the sink with luke-warm water up to the level of the overflow outlet. Put a scoop of Bio-Clean in the water and let it sit for 5 – 10 minutes to allow the bacteria to multiply – just like yeast when making

bread. Then add more water and let it spill into the overflow outlet to coat the overflow channel. Finally, unstop the drain to let the remaining treatment drain out. I would repeat this a few times over the next week.

Final thought: a lavatory overflow channel to the drain may not normally have water flow through it, so it may be necessary to flush it to rid any remaining debris after the Bio-Clean has been working.

– Daniel Squires

"...By watching how Keith related with people on the job, I learned that it is possible to be professional without the formality."



Vincent's Heating & Plumbing

2650 Oak St.  
Port Huron, MI 48060

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

## Summer Barbeque Word Search

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

Baked Potato  
Charcoal  
Coleslaw  
Hamburger  
Hot Dog  
Ice Cream  
Lemonade  
Pasta Salad  
Steak  
Watermelon

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## Humor Section



In 1900, a father's horsepower meant his horses.  
Today, it's the size of his minivan.

In 1900, fathers pined for old country Romania, Italy, or Russia.  
Today, fathers pine for old country Hank Williams.

In 1900, a happy meal was when Father shared funny stories around the table.  
Today, a happy meal is what Dad buys at McDonald's.

In 1900, fathers passed on clothing to their sons.  
Today, kids wouldn't touch Dad's clothes if they were sliding naked down an icicle.

In 1900, fathers pined for the old school, which meant a one-room, red-brick building.  
Today, fathers pine for the old school, which means Dr J and Mickey Mantle.

In 1900, fathers and sons would have heart-to-heart conversations while fishing in a stream.  
Today, fathers pluck the headphones off their sons' ears and shout, "WHEN YOU HAVE A MINUTE.."

From  
<http://www.ahajokes.com/par003.html>