

VINCENT'S NEWS The 'Van-Go' Gallery



OWNER'S CORNER

62 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

THROUGH MY EYES

I'm really thankful for you and all the other great customers that give Vincent's Heating & Plumbing the opportunity to serve.

In last month's column I shared a few results from our recent 2021 consumer survey. There is just too much information in it to relate in this

space, but another result caught my eye that is worth sharing. That is the answers to the question "How did you first learn about this company?".

The overwhelming favorite response was that someone recommended us to you. To me, this is like receiving an 'A' on a

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



Above, Nathan is getting a client ready for the coming cold with a new, high efficiency Amana furnace.

Continued Page 3

INSIDE THIS ISSUE:

<i>Through My Eyes</i>	1
<i>4 Things You Can Do</i>	1
<i>Did You Know...</i>	1
<i>Word Search</i>	4
<i>Humor</i>	4

Did you know...

...that along with higher fuel prices at the gas pump, that the price you pay for natural gas is also going up?

Make sure that your furnace is tuned-up—or replace it with a new trouble-free, energy saving model!

PLUMBING TIPS FOR YOUR DRAINS & SEWERS

ITEMS NOT TO PUT DOWN YOUR DRAINS:

Stringy items like asparagus, celery, or banana peels will clog a garbage disposal drain.

Grease is a sure way to clog your drain, plus cause damage to a septic system.

Don't overwhelm your disposal. Because the disposal can grind something up doesn't mean that it will navigate the trap and drain line. We take

apart drains and traps that are packed solid with food waste that have been ground up but are too dense to pass through and be carried away by water. If you have a lot of waste to dispose go slow and use a lot of water to carry the debris away. When in doubt about whether you should put something down the disposal, throw it away.

Egg shells can stick to inside of the drain lines and can lead to a

clogged drain. The culprit is the sticky thin membrane that lines the interior of the shell.

Tampons and other feminine hygiene products don't easily disintegrate and are often the cause of sewer backups. We find the evidence wrapped up on sewer cleaning cables. Enough said. And even if they don't cause you a problem, they end up

Continued Page 2

Plumbing Tips... (Continued from Pg.1)

accumulating at sewage treatment plants.

Flushable wipes – just because they disappear when flushed doesn't mean that they should be flushed. Toilet paper disintegrates - flushable wipes don't. Our sewer cameras reveal flushable wipes as the root cause of sewer backups. This is even more important if you have a septic system.

Water-saving toilets should be flushed multiple times 'mid-business' to avoid clogs. Sometimes using a little extra water is the better option.

Put a lot of water down your drain: unless you are regularly emptying a lot of water down your drain your drains are probably not being adequately flushed. Especially with water-saving dishwashers. Routinely fill up your sink and let a large volume of water flow down all at once.

Use cold water when using a garbage disposal: Hot water

will dissolve fats and grease and leave them to solidify and buildup inside the drain once the water flows away. Using cold water helps grease solidify and flow more easily with the wastewater down the drain.

Getting Rid of 'Drain Flies' – these are gnat-sized flies that are sometimes mistaken for fruit flies. Drain flies actually live in drains and thrive on decaying organic matter. The quickest method to eliminate them is to pour bleach down your drains – especially to keep a drain fly problem from getting out of control – or if it already has gotten out of control.

The downside of using bleach is that it can be corrosive to interior parts of a garbage disposal. So, if you use it in your garbage disposal to get rid of drain flies, after sanitizing it with bleach, flush it with water.

Drain maintenance is important: I recommend

using a natural method to prevent the buildup of organic matter, such as an environmentally friendly drain cleaning product like Bio-Clean or Total-C. These products contain enzymes that feast on any organic matter and over time will clean your drains to the interior pipe wall. They also eliminate sink drain odors caused by decaying organic matter. Plus the enzymes are great for septic systems. These products keep your drain flowing freely and help you avoid service calls to unclog a drain.

For help with a clogged toilet, drain or sewer line, give us a call. We even offer a One-Year 'No Roots' guarantee for our sewer cleaning service when we use a sewer camera as part of the service.

For more information on drain maintenance products, check out the enclosed flyer with savings opportunities.

– 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.

Through My Eyes (Continued from Pg.1)

report card. There is no better measure of whether we are doing a good job than to have you vouch for us to a friend or a neighbor. Thank you.

As I look at it, the customer experience that a business provides fits into one of three buckets:

- 1) 'less than expected' (bad),
- 2) 'as expected' (acceptable) or
- 3) 'more than expected' (exceptional).

And only customer experiences in buckets 1 (*bad*) and 3 (*exceptional*)– will even be talked about. The middle bucket is like oatmeal - adequate, but nothing to brag about, forgettable for its blandness, and certainly not worth recommending.

No business wants to be in the 'less than expected' bucket because it will typically earn a 'negative recommendation' – that is, people will warn every person that will listen to them to not to use that business because of their bad experience. This is typically 10 times the number of people that will hear about exceptional service! My goal is for us to be in the 'more than expected' bucket and deliver customer experience that people will talk about. This is what I strive for.

And so, as a business owner, it is satisfying and humbling to see from the survey results that you are recommending us. The

next survey question asked “How would you describe this company to a friend or neighbor?” and left room for a response to be filled. Here is a small sample of the comments that were left:

- “*Vincent’s is a well-run company with high quality work at reasonable prices.*”
- “*Vincent’s is a local company that has provided us with prompt and reliable service for almost 25 years!*”
- “*Great service, reliable, friendly-they know their stuff!*”
- “*They are professional and experienced. They provide a thorough diagnosis of the problem along with multiple options for repair. They are courteous and clean up their work area.*”
- “*Vincent’s is an excellent and professional company that cares about the job they do and doing it right the first time. They listen to my concerns and keep me informed about needed repairs.*”
- “*Literally the best service we could ever ask for! We called multiple companies and Vincent’s is the one that came through!*”
- “*VHP is a professional plumbing company that offers fast service and convenient payment options. They tell you exactly how much it costs up-front so*

there are no surprises!”

- “*Vincent’s provides prompt, courteous service – even after hours. Plus the techs understand and helpful in maintaining our furnace and air conditioner.*”
- “*Vincent’s is wonderful. I have recommended them to others and told them how reliable they are. All the employees are efficient and very pleasant. The techs are knowledgeable and really great at what they do. They never try to pressure me to buy something I don’t need.*”
- “*All of Vincent's technicians are very capable and knowledgeable, people-oriented, respectful of customers' homes and properties, and thorough in answering customers' questions. I've been trusting Vincent's quality work in my home since I moved to the area four years ago.*”
- “*They have the most knowledgeable techs I've ever had plus they are courteous.*”
- “*They are reliable, friendly, and very helpful. I've been doing business with Vincent’s Heating & Plumbing for about 20 years.*”

I promise that we will continue to work hard to deliver to this high standard. Your referrals are greatly appreciated - thank you!

– Daniel Squires

European Countries

Vincent's Heating & Plumbing, Inc.

2650 Oak St.
Port Huron, MI 48060

Daniel Squires, President
David Squires, Vice President

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

Vincent's News is published 11-months per year.

I	K	J	M	A	I	E	N	F	M	Y	C	C	Z	G	K	V	F	F	Q	Y	R	Albania
H	C	H	Q	T	U	J	C	K	T	Q	V	S	J	F	T	Q	Q	K	I	T	Q	Austria
I	J	E	A	H	Z	S	Z	N	S	F	B	L	A	A	M	W	R	L	N	U	C	Denmark
R	V	L	L	R	M	A	T	P	A	Y	V	A	L	B	A	N	I	A	Y	G	V	England
E	Y	P	G	A	H	E	A	R	G	R	M	G	S	I	L	Y	G	F	N	W	D	Finland
L	D	N	A	L	N	I	F	H	I	I	F	U	C	V	M	N	E	W	A	S	E	France
A	C	T	U	G	N	D	U	O	I	A	R	T	O	H	J	A	G	K	M	W	V	Germany
N	P	T	L	H	U	N	G	A	R	Y	B	R	T	F	I	G	J	H	R	L	R	Greece
D	B	A	P	H	D	G	C	K	G	X	M	O	L	N	C	J	K	U	E	U	E	Hungary
B	N	Y	A	W	R	O	N	E	U	I	M	P	A	D	S	A	Y	D	G	C	T	Iceland
D	N	A	L	V	S	U	A	N	H	O	K	M	N	E	O	C	U	R	E	E	W	Ireland
Y	D	T	L	N	F	F	N	I	Y	J	O	R	D	N	X	M	V	E	B	M	A	Italy
T	M	P	T	O	S	O	E	A	E	R	S	W	D	M	L	A	R	K	M	N	V	Norway
A	B	K	V	E	P	I	H	R	L	E	U	X	H	A	W	G	R	T	G	C	W	Poland
N	E	D	E	W	S	I	R	K	O	Y	B	P	B	R	U	S	S	I	A	N	D	Portugal
L	O	N	U	G	C	J	J	U	E	Z	A	Y	J	K	I	R	Y	O	C	D	Q	Romania
																						Russia
																						Scotland
																						Spain
																						Sweden
																						Turkey
																						Ukraine

www.vhpinc.com

*The Most Reasons to be
Your Best Choice*

SUBSCRIBE

If you know someone who would like to receive this newsletter, email their information to news@vhpinc.com or give us a call.

UNSUBSCRIBE

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

A sculptor puts all of his statues in a local art gallery.

A week later he stops in to talk to the gallery owner.

The sculptor asks: "Has there been any interest in my statues?"

The gallery owner responds, "Yes! We sold them all in one day!"

The sculptor is thrilled. "That's amazing! Tell me what happened!"

The gallery owner replies, "Well, actually it's kind of good news and bad news."

"The good news is a lady came in looking for your works and after a while she asked if your sculptures would have a higher value after you are dead. When I told her they would, she bought all 20 of them!"

The sculptor exclaims, "Wow! A single buyer! What's the bad news?"

"She said she was your doctor."

