

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

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Did you know...

...the typical HVAC duct system under performs?

No matter how good your furnace or air conditioner is, they are limited by the ductwork they are connected to.

See the nearby article for more info.

THROUGH MY EYES

I used to suffer with 'plantar fasciitis' – a condition that causes heel and leg pain – until I found a brand of orthotic shoe inserts, that along with buying better shoes, helped me overcome it. Then one day I noticed I couldn't find the inserts in any stores. I tried alternatives but they didn't work for me. Thankfully, I was able to find the original orthotics that helped me at an online closeout store, and I stocked up. I still wear them every day, and they've been nowhere to be found for over a decade.

When products are discontinued like this, it's frustrating, but I get it. If

Continued Page 3

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



Here I am with one of my still unopened "Dr Scholl's DynaStep Pain Relief Orthotics". They're still helping me a decade after they were taken off the market. - Daniel Squires

Is Your Ductwork Sabotaging Your Heating & Cooling System?...And What To Do About It

We're conditioned to think that "new" will solve all of our problems. We may assume that HVAC comfort problems are due to older equipment. But this ignores the ductwork the equipment is attached to. Ductwork needs to be correct for the HVAC system to deliver its rated capacity and comfort.

It's easy to assume that the duct system was engineered and sized correctly when it was put in. But all too often either 'corners

were cut' when the ductwork was originally installed or the HVAC company that did the work didn't design the ductwork correctly. And when HVAC equipment is updated, if defects in the original ductwork design aren't addressed it can drag down the performance of the entire HVAC system

Three Common Reasons For Bad Ductwork.

1) You have an older home. Having correctly sized ductwork is critical for...

Continued Page 2

... (Continued from Pg.1)

new HVAC equipment. But homes built before the 1980s were likely not designed with air conditioning in mind.

Comfort problems often result.

2) The cold air returns are undersized. If you put your hand in front of a supply register when your system is running, you should feel air blowing out. Now put your hand up to a return grill. You probably don't feel the air being sucked in. The air travels slowly back to your furnace. Returns need to be larger than supplies to handle the same amount of air. It's easy to under estimate how much larger return ductwork must be.

3) There are 'choke points' in your ductwork. Ductwork can only handle so much airflow. One fitting or section not sized correctly can throttle an entire section of a home. For example, the ductwork going to a second floor may have been selected to fit inside narrow wall cavities, not to deliver

sufficient airflow. The same applies to a trunkline that is too small for the number of branch ducts.

Sometimes there will be no warning of poor duct design until your heating or cooling equipment fails prematurely. Poor ductwork adds strain to heating and cooling equipment and can add wear & tear over time.

How Can I Know If My Ductwork Is A Problem?

Your duct system is like your circulatory system. Every time you visit your doctor, they check your blood pressure. Similarly, we learn a lot about the health of your heating & cooling system by measuring its "static pressure." You don't want an HVAC system with 'hypertension'!

Static pressure is a good starting point, but it doesn't provide the complete picture. A dirty or damaged furnace blower will move less air and artificially lower the static pressure. This is



why the 'gold standard' for duct testing is to measure airflow. However, more sophisticated - and expensive tools are needed to measure airflow.

You'll be glad to learn that we have invested in the tools needed so all our techs can measure both static pressure and airflow accurately. And we have added duct health checks to our new equipment and to our maintenance procedures. If you have us maintain your system annually, we already check your duct system to make sure your equipment will perform well and last a long time! Finally, if you have concerns about the comfort in a specific room, on your next maintenance visit let the tech know so he can investigate further.

- Brendan Squires



What Our Clients Are Saying...

"Our new furnace, air conditioner and water heater installation was done in a very timely manner, and Vincent's was able to do it when we wanted. The installers explained everything when they were finished and made sure we understood all we needed to know. The salesman was very knowledgeable and helpful."

- Gail Rogers, Saint Clair

Through My Eyes (Continued from Pg.1)

there's not enough demand, it makes perfect economic sense when they're no longer made. The only option is to find a different product – unless you luck out like I did with my orthotic inserts!

Of course, there are also products that are discontinued for reasons that have nothing to do with demand – they might even be popular. For example, products taken off the market by government rules and regulations. And that happens in the HVAC industry too.

In 2010, the EPA issued a rule that air conditioners with the refrigerant R22 could no longer be manufactured. The reason given was to protect the ozone layer in the upper atmosphere. The substitute refrigerant, R410A has a lower 'ozone depletion potential' than R22. However, it also has a higher 'global warming potential'. This is why almost 15 years later R410A is on the chopping block. So, starting January 1, 2025, air conditioners using R410A will no longer be made. The reason for this far-reaching change is to guard against the possibility of adding to global warming should refrigerant leak from an air conditioner.

In the 1970's - when I was in high school - **the scientific consensus was that all the evidence pointed to the return of an ice age.** Fast forward 20 years, scientists did an about face and **the concern changed from a frozen planet to 'global warming'.** Then a decade later, **the messaging**

changed to 'climate change' - which I guess is conveniently broad enough to cover any scenario.

Personally, I believe that whatever happens with the climate, we are resilient and resourceful enough to adapt and overcome. I'm more concerned about the consequences - and costs - of the rules and mandates to address the latest concern: the rule banning 80% AFUE natural gas furnaces in 2028, the EV mandate, etc. And EPA's new refrigerant rule.

The replacement refrigerants – typically R32 and R454B - have a lower 'global warming potential'. But they're more flammable. This shouldn't be a problem if technicians have the proper training and tools. **And because at Vincent's Heating & Plumbing your safety is our top priority, our techs will have the tools and training.**

While a fire risk is a new concern for air conditioners, it's always been a potential for your natural gas furnace. Actually, natural gas poses a greater risk because it is both flammable and explosive while the new refrigerants are not explosive.

However, while supplies of the current R410A air conditioners last, you still have the option to **avoid this risk altogether and replace your air conditioner now.** Or even better - replace it with a heat pump. Call us if we can help.

– Daniel Squires

This month, the technical article was written by my son and VHP service technician, Brendan Squires.

Heating & Air Conditioning
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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

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VHPinc.com/gallery

After the July 2023 issue, the PDF format also has the Word Search solution

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Humor Section



I lost my mood ring last week.
I still don't know how I feel about it.

Did you know that Old MacDonald incorporated his farm?
He's now the C-I-E-I-O.

Now that's good news!

"Dear friend, I pray that you may enjoy good health and that all may go well with you, even as your soul is getting along well."

3 John 1:2

Did Something Get Flushed Down The Toilet & Cause A Backup?

Sewer Clearing
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The \$99 charge covers 1/2 of labor & sewer machine usage charge to clear a backed up external sewer line.

There must be an accessible and serviceable cleanout fitting. Extra charges may apply. Call for details.

Turn over for another valuable opportunity...

Don't Replace Your Air Conditioner... instead

Upgrade your
HVAC system
with a heat pump

and get up to \$4,525
in tax credits & rebates

plus finance it as low as 7.65% APR
based on credit score



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To take advantage of this offer call us at 810-985-7103 and ask for VHP's AMANA HEAT PUMP PROMOTION. We'll send a tech who will provide a free evaluation of your current HVAC system. He'll also advise you on how to configure your new HVAC system to maximize the tax credits and rebates available and the package options available for you.

Turn over for another valuable opportunity...

- SPECIAL REPORT FOR VHP CUSTOMERS -

Is Your Air Conditioner - And Your Budget! - Ready For Higher 'Time of Day' Electric Rates?

Innovations in A/C maintenance technology help your system perform better, last longer and cost less to use.

Background: The **Michigan Public Service Commission** has authorized **utilities** to charge higher electric rates during peak cooling hours in the hot summer months. These higher rates will function to 'encourage' us to use less energy during the hours when the demand for electricity is the highest.

When these 'Time of Day' rates are looked at in terms of **'supply and demand'**, the price for something always goes up when demand increases and supply stays the same or is decreased. **This makes economic sense:** demand for electricity peaks during the hottest hours of the day when air conditioners labor to keep our homes cool. But what doesn't make sense is that reliable sources of electricity - such as coal, natural gas and nuclear power plants - that could affordably keep pace with the increase in demand are either being torn down or are planned for eventual elimination even as demand for electricity is continually increasing. In this regard, these higher rates feel like a penalty.

While you or I can't control this, you do have two options available to make sure you aren't overspending to cool your home with these higher 'Time of Day' electric rates:

- 1) Upgrade your current A/C system to a **more efficient model** (preferably a heat pump for greater savings plus federal tax credits that help offset the cost)... or...
- 2) Make certain your A/C system is performing as efficiently as possible so you use less energy and keep your electric bill low - and that requires system maintenance.



Fortunately, innovations in air conditioning maintenance are now available to optimize your current A/C system performance. Not only can it help you save energy costs, but it can also help your cooling system deliver more comfort and last longer.

Introducing VHP's New, Cutting-Edge 'MeasureQuick' Technology.

When I became aware of 'Time of Day rates, I started looking for a solution to enable us to help our customers with these higher electric costs. A lot of clients depend on Vincent's Heating & Plumbing to keep their air conditioners performing well every year, and I determined to find a way to improve our service. And I found it.

'MeasureQuick' - or 'mQ' - is to the science of air conditioning service and maintenance - that a computer analysis is to your car. Equipped with 'mQ' our



HVAC techs are able to provide a high-tech computer analysis for air conditioners that is the equivalent to what auto mechanics use to service modern cars.

Here's how mQ works: our technician attaches diagnostic probes to your A/C system at 10 points of contact. With this, he knows everything that is going on with your system at a glance. Also, the data is processed through an algorithm that lets our tech know what is going on with your system and what adjustments are needed. Further, as the adjustments are made, our tech is able to see the impact of these corrections and how they affect your system.

Here is a condenser with five mQ probes attached to measure the suction line & liquid line pressures and temperatures and also the discharge air temp.

Without mQ, an A/C tech has to take and keep track of 10 separate measurements and correlate them all to be able to determine how your system is

functioning. And even then, because some of the measurements are made inside the house while others are outside the house, there is a time lag between capturing all the information. It's all a very time-consuming process and it has to be repeated if the impact of any adjustments made to the system are to be known.

In contrast, mQ saves time and is more precise because once the instruments are attached to the system, all the information is instantly available with no time lag between the various readings. Further, this data is captured in a snapshot that is kept in Cloud storage for future reference. This eliminates the need for the tech to transcribe it and possibly make a mistake. Here are some of the benefits our techs provide by using MeasureQuick:

- **An instant comprehensive snapshot** of your A/C system's health.
- **A roadmap for what needs to be done** to improve your A/C performance.
- **Small issues are detected before they become major issues.** Because of the accuracy of our measurements, your technician can identify small issues that normally would not be seen until catastrophic failure of the air conditioner has occurred. Further, these issues could also increase your electric bills.
- **System Efficiency is accurately measured.** The efficiency of an A/C unit is determined in a laboratory, not under real world conditions. Normally, it takes specialized training to measure the actual efficiency of an air conditioner. With mQ we are able to



Here is Nathan inside the house with more mQ probes attached to the furnace ductwork looking at a live MeasureQuick analysis on his iPad.



check the 'real-world' performance and see if your system measures up to its advertised efficiency. Then we can make needed adjustments to improve efficiency.

- **Your system can deliver improved comfort and last longer** when it is performing as it should.

Putting this cutting-edge technology into the hands of our technicians required a sizeable investment in equipment and training, but it was worth it to allow us to continue to deliver the high service that you rely on us for. - Daniel Squires, VHP

Are You Ready To Optimize Your A/C To Cope With Higher Time of Day Rates?

Give us a call at 810-985-7103 to set up your air conditioning maintenance. Our tech will perform the MeasureQuick analysis and recommended adjustments plus clean the A/C condenser. **The normal price for our Performance Optimization & Cleaning (with mQ) is \$199.20. Here are two promotions to choose from:**

PERFORMANCE OPTIMIZATION & CLEANING (w/mQ) PROMOTIONS

- ♦ **ONE YEAR OPTION - SAVE \$20.20** Off Regular Price of \$199.20 - **INVESTMENT \$179.00**
- ♦ **TWO YEAR OPTION - SAVE \$49.80 This Year + \$49.80 Next Year - INVESTMENT \$298.80 *** with **The Enhanced Service Plan Bundle**. This option comes with 2 years of A/C maintenance - this year & next year - plus all the other **Enhanced Service Plan** benefits including:
 - **Exclusive Access to Extended Service Hours** including Sundays & Holidays
 - **Priority Service** - access to service during normal working hours
 - **Discounts** - 10% Off Repair Services for Covered Equipment, & maintenance items (filters, etc.)
 - **Annual Check Up (Maintenance Visit)** - \$199.20 value - no extra charge with ESP plan.

...and more!

* **Investment:** The Enhanced Service Plan for A/C is **\$149.40** per year (or \$12.45 monthly)

Plus Performance Optimization & Cleaning only **\$149.40** after \$49.80 savings

- **Your Total for Enhanced Service Plan Bundle is \$298.80** or \$149.80 now plus \$12.45 monthly

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