

VINCENT'S NEWS The 'Van-Go' Gallery



OWNER'S CORNER

62 Years of Excellence!



**Best Residential HVAC Company
Best Plumbing Company**

THROUGH MY EYES

If we had your email address, earlier this year you were invited to participate in a consumer survey concerning Vincent's Heating & Plumbing. We had a terrific response and if you were among those who responded thank you for doing so. This is the second such survey that we have been involved with,

having previously invited customers to participate in a 2019 survey. If you missed it and would like your opinions included, you will have another chance in two years. This month I thought to share some results.

One of the survey questions had to do with the pandemic: **"Has Covid caused you**

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



Vincent's Heating & Plumbing was voted the **Best Residential HVAC Company** and the **Best Plumbing Company**. In the photo, brothers Daniel & David Squires are holding plaques for these honors that the Times Herald presented to them.

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Did you know...

...you can get a 6-point AirAdvice analysis of pollution in the air in your home for no charge when you purchase a heating or cooling maintenance visit? The analysis will reveal whether there are indoor air quality issues in your home that can have a negative impact on your health. Call the office for details.

4 Things You Can Do to Maximize Your Comfort in Summer Heat –Pt 4

In this final installment we are going to explore the limits of your air conditioning system and what you can do to aid it.

The most important factor in keeping you comfortable is humidity control. This is both true in winter months when adding humidity will keep you warmer, and in the summer months when lowering humidity allows our bodies to eliminate heat comfortably. And the concept of *'eliminating heat comfortably'* is an important distinction. Here's why – and why

lowering humidity in summer heat is so important:

Our bodies perspire – sweat – to eliminate heat. If the air in our house is dry, our sweat quickly evaporates, and we feel comfortable. If the air is full of humidity, our sweat has no place to go because the air cannot absorb any additional moisture, and we feel uncomfortable. This is an example of how to eliminate heat 'un'comfortably.

The most important factor for a properly maintained air conditioner to remove

humidity from the air is *'run-time'*. An air conditioner can only remove humidity if it is running and if it has run long enough - to dry out the air. Here are some obstacles that can keep it from doing so:

1) Not keeping your house closed. It can take days for your air conditioner to thoroughly dehumidify your house and every time you open it up to add fresh air the drying-out process needs to start all over again. My best advice is to keep your house closed until you turn off the A/C for

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4 Things You Can Do... (Continued from Pg.1)

the season.

2) Moderate outside temperatures. If the temperature outside is the same or lower than what your thermostat is set for, your air conditioner is not going to work.

Ironically, while writing this, I took a call from a customer that is in the practice of opening her home on a nice day to add fresh air and questioned why the humidity level was high in her house. She had her thermostat set to 75° - unfortunately it was also the exact same temperature outside. I explained things to her and said that she might be able to get a little relief by lowering her thermostat setting to get some added 'run time' to help dehumidify the air, but that as soon as the house cooled to that lower setting that it would stop working again.

Incidentally, this is why it's a bad idea to have oversized air conditioning equipment. An oversized unit will cool down your house quickly - but the unintended consequence is a system that does not dehumidify well. People in this situation always end up setting their thermostat for colder temps, thinking they don't feel cool enough when in reality their discomfort is due to an air

conditioner that will never dehumidify well - which means utility bills are also needlessly high. The saying 'Bigger is better' does not apply to A/C equipment.

When you have too much humidity combined with cooler temps you feel 'clammy' - a very uncomfortable symptom that is easily recognizable.

How to Solve this Problem

A whole home dehumidifier is a great solution that can solve many of the above problems for a home that has central air conditioning but is uncomfortable because there is too much humidity. For a person with an oversized A/C this can make a huge improvement in comfort without having to replace it with the correct (smaller) sized unit. This also helps keep the house dry during the more moderate outside temperatures that don't provide many cooling hours for 'run time' that provides dehumidification.

Adding a whole home dehumidifier will supercharge your A/C performance. You may find that you can set your thermostat at a higher temperature and still be as comfortable as you were

before adding the dehumidifier. This may cut your power bill.

In addition, it will also solve the problem of a too humid basement and can dramatically improve indoor air quality. Therefore, the benefit a whole home dehumidifier is two-fold: improved comfort and healthier air.

What if I Need to Open the House for Fresh Air?

If you need to add fresh air to your house due to breathing issues for indoor air quality, the way to solve this without adding humidity - like when a window is opened on a nice day - is to add ventilation to your house. (By the way, ventilation is the V in HVAC.) Ventilation, combined with a whole home dehumidifier, first filters the incoming air and then dries it out. By controlling the process with a ventilation device, you can have fresh air without all the negatives.

See the nearby flyer for more information about whole home dehumidifiers. A whole home dehumidifier is a good investment to consider any time of the year.

- Daniel Squires

What Our Clients Are Saying...

"We just had our central air conditioning replaced by Vincent's. Their workers don't waste time - they put in new unit in just a short time. Thanks guys!"

- Duane Bailey, Port Huron

Through My Eyes (Continued from Pg.1)

to hesitate to call a contractor over the past year?"

The most popular answer was "I had no concerns related to Covid", which received 56% of the responses. 24% said "I hesitated but called anyway". Only 4% said "I did not call a contractor out of concerns related to Covid". The remaining 16% apparently did not require service and responded that it was 'Not applicable'.

I am grateful for the combined 80% that still felt comfortable to have us into their homes to provide service. That gave us the ability to keep our techs busy and stay in business! On our part, right from the beginning of the crisis we instituted measures to keep our customers safe and we tried to communicate those measures. Possibly this was a factor that provided reassurance for the 24% that hesitated but still called. While most of the state mandates have been repealed, with the recent surge in cases due to the Delta variant, you may be glad to learn that we have never stopped requiring our team to provide a daily health status before working.

Another very interesting question was "**When a service person arrives at your home, which of the following do you find bothersome? (Please choose all correct answers)**".

The top four things found bothersome – tier one – remained fairly consistent from the 2019 survey to the 2021 survey. 'Poor grooming' remained the top choice at 59%.

This was again followed by 'Tobacco odor' at 51%. However, spots 3 and 4 flip-flopped with 'Facial piercings' dropping from third place in 2019 at 47% to 33% in 2021 for the fourth-place spot. This was interesting because it went from almost one half to one third – possibly indicating a greater acceptance of facial piercings. Going from fourth-place in 2019 to third-place in 2021 was 'Torn or frayed clothes'. However, the change from 38% to 40% is negligible, so it wasn't that opinions became stronger about clothing, it was that opinions loosened regarding facial piercings.

Dropping down in importance but still bothersome – tier two – are 'Dirty fingernails' which also maintained the fifth position at 16%. Next was 'Earrings' which actually doubled to 13% and moved up a couple of positions. This was followed by 'Tattoos', which maintained at about 12%. The remaining items – tier three and all below 5% – were in descending order of importance: 'Short pants', 'Facial hair', 'Jeans' and 'Caps'.

In a team meeting with our techs we went over the survey results, and we spent some time on this question. I wanted them to see what our clients find bothersome. This was helpful because I mirror many of these same opinions and communicate them to the team, but it is so much better when I can show them what our customers think. Our company policy addresses the tier one and tier two items, but we are lax on the bottom four

items – tier three.

It is interesting to see how standards evolve and what people deem acceptable. I never wore short pants when I was working in the field – I got dirty enough without exposing my legs plus I wanted extra protection when soldering pipes. However, as an industry, short pants for technicians working in the heat have become acceptable, and we reversed course to accommodate this changing standard. Regarding facial hair we have come full circle.

When I was a young tech, my father - whom I worked for at the time - encouraged me to grow a beard so I would appear older. Then we went through a phase in which we prohibited beards to meet industry standards. Then standards – and society – changed again, and we relaxed ours, too.

And while I had kept a beard from my 20's through my mid-30's even after we relaxed our standards about facial hair I continued to be clean shaven, although this was more out of vanity: I did not like all the 'salt' that was overwhelming the 'pepper'. Then during Covid, I finally accepted the gray and I have been sporting a tightly trimmed beard since then.

The way I look at it, I have earned every gray hair 'fair and square', and hopefully wisdom to help me guide Vincent's Heating & Plumbing to satisfy our clients has come along with them.

- Daniel Squires

Michigan Cities

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A	R	N	S	A	B	A	N	A	C	S	E	N	A	U	N	B	W	N	O	E	L	Clawson
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Humor Section

Two guys go bear hunting.

On the first day, one goes out looking for a bear while the other stays in the cabin.

The hunter sees a huge bear, shoots it, but only wounds it.

The enraged bear roars with pain and charges the hunter, who drops his rifle and races for the cabin.

The bear is fast and gains ground with every step.

The hunter reaches the open cabin door, but his foot catches the top step, and he falls flat on his face.

Too close to stop, the bear trips over the hunter and rolls into the cabin.

The hunter jumps up, slams the door shut, and yells to his friend inside, "You skin this one. I'll go get another one!"



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