

VINCENT'S NEWS

The 'Van-Go' Gallery



65 Years of Excellence!



Best Residential HVAC Company
Best Plumbing Company

THANK YOU AGAIN!

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



Celebrating being voted the **Best Plumbing Company** and the **Best Residential HVAC Company** for the fourth year in a row in the Times Herald's "The Official Community Choice Awards" are from left to right VHP staff members Colleen, Brendan, Marvin, me (Daniel Squires) and Andrew. **Thank you for your vote!**

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Did you know...

... Vincent's Heating & Plumbing is a...

4-Time Winner!

Best Plumbing Company!

Best Residential HVAC Company!

Heat Pumps Are Revolutionizing Comfort And Cutting Heating & Cooling Costs

Traditionally, air-to-air heat pumps didn't make sense for our area – until now.

What Is A Heat Pump & What Has Changed?

A heat pump is essentially a two-way air conditioner. Keeping it simple, the only function of your air conditioner is to extract heat from the air inside your house and 'pump' it outside to cool your house. A heat pump can also operate in reverse. Even in cold

temperatures, a heat pump can extract heat from the outside air and 'pump' it inside your house.

In the past, there wasn't enough ROI (return on investment) to justify the expense of a heat pump in our southeastern Michigan climate. It was more economical to heat a house with natural gas. This is because when the outside temperature drops, the energy efficiency of an air-to-air heat pump decreases. This made heating with natural gas the better

Water Heater... (Continued from Pg.1)

option in our area during colder parts of the year.

For this reason, a heat pump is typically paired with a natural gas furnace. A furnace provides backup heat when it is more economical to heat with gas versus the cost of electricity used by a heat pump. This is called the 'set-point' or crossover temperature. Below this point – back then about 43°F - **heat pumps work harder and consume more electricity to extract heat from the cold air.** As a result, heat pumps lost their heating cost-effectiveness when compared with a natural gas furnace. **Today, however, heat pumps are substantially more efficient due to technological advances.** Now heat pumps can operate efficiently down to around 0°F.

How 'Inverter' Technology Changed The Game For Heat Pumps & A/C's

When you hear "*inverter technology*" you should think "*lower utility bills.*" Most heat pumps - and air conditioners - operate like a light bulb. They are either "on" or "off" with no in-between. Whether you need 30% or 80% capacity, it always comes on at full tilt until the house cools down or heats up enough.

Not only is this very inefficient, but it also puts extra wear and tear on the system and causes comfort issues. Imagine if every time you hit the gas pedal in your car, you floored it. Without an inverter, that is what your home comfort system is doing every time your

thermostat turns it on.

An Inverter Allows The System To Work Like A Dimmer Light Switch.

If only 30% of the system's capacity is needed on a mild day, the system turns on at 30%. This saves you money, increases the comfort of your home and reduces wear and tear on your heat pump or A/C system.

With all these improvements and benefits there are many reasons why you should consider replacing your air conditioner with a heat pump. Plus, now there are attractive incentives available in the form of tax credits and utility rebates that give you even more reasons. See the nearby flyer for more information.

- Daniel Squires



The Amana S-Series 'Smart' Heat Pump is ultra-quiet and has a small profile that is less than 1/3 the size of a standard outside condenser.



OWNER'S CORNER**THROUGH MY EYES**

The biggest reward I get in my job is when I read a review from another satisfied customer. Recently, long-time customer **Nora Condland of Fort Gratiot** sent in a review that really brightened my day. So, this month I decided to forego my perspective and let you see through her eyes:

“Amazing Service! When I woke up on Tuesday morning and discovered that I had no hot water, I immediately called VHP for help and asked if they could send Andy out to see what was wrong. I have a very sweet parrot named Godzilla who would not be happy about someone coming into the house without me at home.

Luckily Andy has been coming out for my scheduled twice-yearly appointments for several years. He has always been a really special and trusted person and he also has a great relationship with my bird.

I have been a customer for a long time and feel very pleased to have such a wonderful company with dedicated, knowledgeable, and kind employees. This is also true for every person in the office that I talk with on the phone. Vincent’s Heating & Plumbing is a real family business. By the end of the afternoon I had a new hot water tank and Godzilla was able to have her daily shower! What a great end to the day!”

We strive to have a happy ending for all of our clients, and having such great customers makes it a privilege!

.- Daniel Squires



VHP Service Tech Andrew is offering a nut to Nora Condland’s parrot Godzilla in the above photo.

Here’s a closeup of Godzilla and Nora.



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Past issues are available in PDF format online in the Van Go Gallery at:
VHPinc.com/gallery

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

Word Search - More Car Models

T	L	G	K	I	S	J	Y	T	S	C	Q	G	T	P	V	A	I	A	S
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Armada
Ascent
Avalanche
Charger
Corvette
Crosstrek
Durango
Equinox
Explorer
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Humor Section



Needing a new dress for her high school reunion, Sally goes shopping.

She tries on one dress after another but doesn't like any of them.

Frustrated, she exclaims, "Nothing looks good on me anymore!" "Nonsense," soothes the salesclerk. "That dress says it all." "That's the problem," complains Sally. "I need a dress that keeps its mouth shut."

Now that's good news!

"So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand."

Isaiah 41:10

- 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

DON'T REPLACE YOUR AIR CONDITIONER...

instead...



Upgrade your
HVAC system
with an Amana S-Series
heat pump
and get up to \$4,525
in tax credits & rebates.

Plus finance it as low as 7.65% APR
based on your credit score



VHP Vincents Heating Plumbing.com

Replacing your central AC with an **Amana S-Series heat pump** provides greater comfort and cuts your heating and cooling bill. And now you can take advantage of federal tax credits and DTE & SEMCO energy efficiency rebates to save even more.

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 technician 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.

And to make a great opportunity even better, affordable low APR financing is available - based upon your credit score.

Heating & Air Conditioning **Amana**[®]



S-SERIES

Side Discharge Central Heat Pump or AC

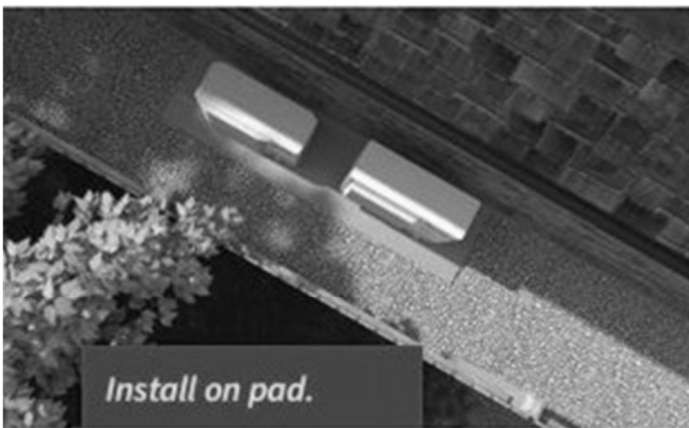
- S**LIM
- S**MART
- S**OUND
- S**AVINGS

The Amana S-Series has a space-saving small profile that is less than 1/3 the size of a standard outside condenser.

The Amana smart thermostat lets you control your unit with all of your smart devices - including voice control.

Say goodbye to a noisy outdoor unit, you'll enjoy peace and quiet inside and out with the Amana S-Series.

The inverter technology increases energy efficiency by up to 30% or more to help lower your electric bill.



See reverse side for a special promotion. →

Word Search Solution June 2024

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