

VINCENT'S NEWS

The 'Van-Go' Gallery



OWNER'S CORNER

61 Years of Excellence!

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Did you know...

...that there is no 'best' time of the year to have your furnace or boiler serviced and checked for safety and performance?

The important thing is to have it checked on a consistent yearly basis to keep it running well and get the most out of this important investment and get many years of trouble-free service.

Our VHP Club puts doing so on 'autopilot' for a lot of our customers so they don't have to worry about it. Find out more in the nearby article.

THROUGH MY EYES

The best part of my job is when I get a compliment or read a review where someone was pleased with our services. There is a lot that goes into making that happen and when someone communicates that they were happy with our service it makes it all worth it. An even better compliment is when a

client has allowed us to serve them for a long time – some even decades! This is not something I take for granted – every opportunity to serve is another chance to earn your trust again!

If there is any formula or recipe that we follow, while there are a lot of

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



Here I am with a photo of my late father, Ray Squires, who established our commitment to customer satisfaction and standing behind our work.

What We Do to Protect Our Clients From Furnace Safety Risks

Furnaces are marvelous pieces of engineering the way they keep us warm in our homes. Most of the time they are so reliable and dependable that they can be taken for granted and are even forgotten about – until they don't work or there is a problem. But ignoring them is risky!

Consider: this single 'harmless' appliance uses a (1) **flammable and explosive gas** with (2) **electricity** to make a (3) **'controlled fire' inside your home** - and makes (4) **deadly carbon monoxide gas** that is (5)

exhausted outside! Does this sound like something that should be neglected?

Of these five identified risk areas listed above, there are 14 points of concern – **see the chart on page 2**. Yet your furnace only has 4 built-in 'safety devices' to protect you: two from the risk of a potential natural gas explosion, one to protect you from the possibility of your furnace overheating and causing a fire, and one to prevent your furnace from running if it can't exhaust. So what about the other 10 points of concern? Wouldn't the

furnace have a 'safety' if it was that important?

Here is the issue: the built-in safeties test for regular operational conditions – the other points of concerns check for things outside the norm. For instance, there is a safety that checks to see that the gas has ignited – if it hasn't it stops the furnace from operating. This is a normal operational check.

In the other category, the organization that establishes safety standards for furnaces

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Furnace Safety Risks (Continued from Pg.1)

has set a limit of 400 parts-per-million of carbon monoxide (ANSI Z21-47). This means a furnace is unsafe to run if it can't be made to run at lower levels. Checking the carbon monoxide level is not part of normal furnace operations, and so there is no 'safety' for it. But this is a critical thing to check at least once a year.

Just imagine if your furnace was operating at these very dangerous CO levels and something caused your furnace exhaust to stop working – or if you had a breach in your heat exchanger – another thing that needs to be checked yearly? Then that poisonous exhaust would dump into your home's air supply. At those levels, you would be unconscious in moments – and potentially never wake up.

Every year we find furnaces that fail this test and if we can't fix the problem then the furnace needs to be condemned. But the important thing to focus on is that the homeowner and his loved ones have been spared from this potential furnace related safety risk.

Our Combustion Optimization & Safety Inspection (or *COSI* for short, as in we keep you 'cozy' and safe in your home) lets us keep our customers safe AND keep their furnace performing well. If you're a VHP Club member, this is a yearly service that we automatically take care of for you. If you would like your furnace taken care to help you avoid these furnace safety risks, give us a call!

- Daniel Squires

| RISK AREA / DESCRIPTION OF RISK | Built-In "Safety"? | What We Do For Our Clients |
|--|--------------------|----------------------------|
| 1) FLAMMABLE & EXPLOSIVE GAS | | |
| Prevent the furnace from dumping raw, unburnt gas into your furnace and house should there be a failure of the furnace to ignite or burn the gas | YES | TEST YEARLY |
| Check for gas leaks in the gas lines | NO | INSPECT YEARLY |
| Prevent build up of gas in furnace if there is gas leakage in the valve after the furnace is supposed to shut down | NO | INSPECT YEARLY |
| Make certain furnace will not light if combustion blower fails | YES | INSPECT YEARLY |
| 2) ELECTRICITY (ELECTRICAL HAZARDS) | | |
| Prevent an electrical hazard (electrical shock) if there is a short circuit | Circuit Breaker | INSPECT YEARLY |
| Prevent an electrical hazard (electrical fire) if there are loose or burnt wires | NO | INSPECT YEARLY |
| 3) 'CONTROLLED FIRE' INSIDE YOUR HOME | | |
| Prevent the furnace from getting so hot that it could start a fire | YES | TEST YEARLY |
| Check for combustibles near the furnace that might catch on fire | NO | INSPECT YEARLY |
| 4) DEADLY CARBON MONOXIDE GAS | | |
| Prevent the furnace from running if the heat exchanger fails and exhaust products get in the breathing air | NO | INSPECT YEARLY |
| Prevent unsafe levels of carbon monoxide from being generated by the furnace | NO | TEST YEARLY |
| Make certain there is no ambient carbon monoxide around the furnace. | NO | INSPECT YEARLY |
| 5) EXHAUST VENT | | |
| Make certain your furnace exhaust is not blocked and preventing it from venting | YES | INSPECT YEARLY |
| Make certain the exhaust is venting and not 'backdrafting' into home | NO | TEST YEARLY |
| Make certain exhaust pipe is intact, with no signs of rust | NO | INSPECT YEARLY |

What Our Clients Are Saying...

“Another “Work of Art” by VHP”

“We had VHP over today to inspect an issue with one of our bathrooms. In short, the service and professionalism experienced was ‘bar none’ excellent. There are dozens of companies out there who claim to offer superior service. It’s comforting as a homeowner to know “you get what you pay for”. In this regard, VHP delivers on their promise - every time.”

Edward Christie—St Clair

Through My Eyes (Continued from Pg. 1)

moving parts and pieces, I would boil it down to three things: to assemble the right team, to stand behind what we do, and to attract the right customers.

I believe we have a great team, from the techs we send to your home, to the support personnel in the office. In spite of the manpower shortage for HVAC & plumbing technicians, we are very selective in who we invite to be join our team. In fact, over the years we have found our best success with people with little or no industry background, but with a great attitude and a good work ethic that we then train ourselves. This is your classic apprenticeship model, but very few companies are patient enough to make the investment in time and people to 'grow' their own technicians.

Instead, today most companies try to shortcut the process and hire experienced technicians from other companies. From my perspective, this is a mixed bag at best. While the person hired this way may bring technical know-how, they also bring all kinds of 'baggage' from the other companies that they worked at - with practices and attitudes that don't fit the 'mold' of the sort of person that our clients expect when they have us in their home. These are the values and practices that make up our

company culture, and very rarely is someone that has come from a different culture able to embrace our culture.

Part of that culture is our commitment to standing behind what we do. This is a bedrock principle that my father, Ray Squires, established in Vincent's when he purchased the company in 1971. A committed Christian, he took his faith very seriously and took to heart Christ's admonition to 'Do unto others as you would have them do unto you', and our commitment to making certain that people are satisfied is the way he applied the Golden Rule.

As a matter of fact, he went as far as putting this in writing in the form of our 'One-Year Satisfaction Guarantee' that we call our '*one-year test drive*'. While essentially unchanged from how he originally wrote it, it has been expanded to read "If for any reason during the first year (two years for Silver, Gold or Platinum package) of owning your heating or cooling equipment that we install in your home, you as the homeowner communicate that you are not 100% satisfied with the performance of the equipment, our service, or even our people, if we cannot satisfy you we will remove the system within 30 days of your request and cheerfully refund your money."

This is accompanied by our

Lifetime Installed Right

Guarantee: "We will correct at our expense any error, oversight, poor workmanship or code violation committed at the time of installation for as long as you own the system." and our written service repair guarantee on our work order that states: "We want you to be 100% Satisfied! If at any time during your repair warranty period you are unhappy for any reason please let us know. If it's not right we'll redo the repair for free! We're not satisfied until you are!"

These are the kind of principles that a trainee has to get into their 'DNA' in order to represent Vincent's Heating & Plumbing.

The final ingredient is you - we have to attract the right customers! I know from our part our commitment to providing great service and only sending the sort of technicians that I would want in my home. But I know that a business relationship is a two-way street, and it takes people that value what we provide for everything to work.

And since you are reading this, you have given us the opportunity to earn your trust. Thank you for that! We will do everything we can to continue providing the high level of service you expect - and so I can keep getting those good reviews!

- Daniel Squires

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Will This Winter Never End?

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ATTENTION VHP CLUB MEMBERS:

If your annual Club visit schedule has been affected by COVID I want to thank you for your patience and understanding!

- Daniel Squires

C V E A F C W E N J T T S P G Y H B N S W S
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ArcticBlast
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Earmuffs
Fireplace
Frost
Frozen
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Icicles
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Humor Section



A little girl attends a wedding for the first time.

Very impressed by all the flowers and pretty dresses of the bridesmaids she leans over and whispers, "Mommy, why is that one girl all dressed in white?"

Her mother thinks for a moment and whispers back, "That girl is the bride and she is dressed in all white because this is the happiest day in her life!"

The little girl smiles at that and seems very satisfied with the answer.

A minute later she again leans over with a look of concern on her face and whispers, "Mommy, why is guy she is standing next to all dressed in black?"