

# VINCENT'S NEWS

The 'Van-Go' Gallery



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

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## LAST CHANCE:

**Did you know that our 3rd Annual Vincent's News Drawing has bigger and better prizes this year? After the top 3 prize winners have been picked, 10 more people will be selected to receive a Bonus Prize: a free Combustion Optimization & Safety Inspection for their gas furnace or boiler. See the enclosed flyer for details.**

**CORRECTED DEADLINE: MARCH 17**

OWNER'S CORNER

## THROUGH MY EYES

It is amazing the number of changes that have been brought about by technology.

I thought about this on Saturday night when I realized that I had forgotten to deposit a check. In the past this always meant a trip to the bank. Not anymore. I just logged into my bank account on the Internet using my iPhone. Then I tapped the "Make Deposit" menu selection. It prompted

me for the amount of the check being deposited. Next, using the built-in camera that comes with all smartphones, the bank 'app' (Internet software application) prompted me to take a picture of the front and the back of the check. That was it. The check was deposited in 5 minutes without me having to leave home.



Here I am in our training room with (sitting from left to right) Rob, Tyler, Jeremy, Greg and Marvin looking at our new iPad remote application.

(I thought it would be great if the bank would also let me deposit cash that way, but for obvious reasons that wouldn't work 😊).

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## "Don't Panic: The First Thing to Do In a Plumbing Emergency Before You Call a Plumber - Part 2"

In Part 1, last month, I asked if you knew where your main water shutoff is. I received feedback from my techs that some readers communicated that they didn't and took the time to locate their shutoff. It made me glad to be of service and my article had proven so useful.

The rest of my advice was that knowing where water shutoffs are only the first part of the equation: You also need to make certain that it is not corroded or frozen in the open position. This can happen due to lack of use. Whether this is the case is easy to

determine: just try to turn your shutoff to the off position. If it turns you're good. If not you should either fix it so it can or have us take care of it for you. (Refer to the February Vincent's News for how to do this. If you don't have it you can

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## What to Do In a Plumbing Emergency (Cont'd from Pg. 1)

find it at our website at [www.VHPinc.com](http://www.VHPinc.com) in the “Van Go’ Gallery”). Now let’s get to Part 2:

**Do you know what to do if you’ve flushed a clogged toilet and the water filling the bowl threatens to overflow?** As with February’s advice, the first thing to do is to limit any further mess or damage to your house or property by stopping any more water from flowing.

**If this happens:** You don’t have to wait until the toilet tank fills up after flushing it. The good news is that if your plumbing was installed correctly it should have a shutoff valve on the water inlet below the tank. Just reach down and twist the shutoff valve off and the water will stop. The bad news is that unless the shutoff valve is new it will probably be stuck open. If this is the case – or if you can’t get to the shutoff valve easily – here is what to do:

1. Lift off the toilet tank lid and set it aside.
2. Identify the ‘float’ mechanism. The float signals when the water level is full

and shuts off the water.

3. Grab the float and gently pull it up. This should immediately stop the water. You may need to prop the float up to keep it from dropping and turning on the water again. This can be done with a clothes hanger wire holding up the float or a screw driver or other handy object wedged between the float and the filler mechanism.

Once you have the water stopped by the float then reach down and try to turn off the shutoff valve below the toilet tank on the water inlet pipe. This gives you time to take care of the clogged toilet.

To be prepared for an emergency you may want to try this out before you are in the actual situation. Remove the toilet tank lid and see if you can shut off the water by lifting the float. Also, reach down and see if you can turn off the water using the shutoff.

**RECOMMENDATION:** Helping

you locate your main shutoff valve and loosening up shutoffs are some of the plumbing maintenance tasks that our Plumbing & Home Safety Inspection was designed to help you with. Only available from February – May, you get 1-1/2 hours of a plumber’s time to take care of your plumbing ‘to-do’ list. Plus you can mix and match it with home safety tasks like checking your water heater for safety or cleaning the lint from your clothes dryer vent. The cost is \$159 with no additional trip or service charge. Call and ask how you can save 25% on a Plumbing & Home Safety Inspection visit.

*- Daniel Squires*



### Read What Our Clients Are Saying...

**Incredible team of dedicated professionals!**

From the first phone call thru the completion of work, every person on the Vincent team that I dealt with was outstanding. It is rare these days to find a company that truly exceeds expectations on every level in providing such quality service... with a human connection that lets you know that your business is honestly appreciated.

Diana, Port Huron

## Through My Eyes (Continued from Page 1)

This is typical of the sort of conveniences that are available thanks to the innovations that technology has brought. But often it comes with a price. For instance I love the speed of communicating with email – but I hate the 50 to 100 unwanted spam email messages that I receive daily that I have to wade through and delete to see if I have any email messages that I actually want. It is for this reason that Vincent's Heating & Plumbing only uses your email for job related communication. A recent example of such a communication is an invoice sent to you after we perform a maintenance or repair service call. Since mid-January we have been transitioning from paper work-orders for repair service and maintenance calls. Each of our techs performing these service has a program on his iPad that is remotely connected through the Internet to our office dispatch/accounting software. This greatly improves the communication between the office and the technicians.

When the tech logs on to his remote

software app on his iPad his first assignment of the day is on the display, waiting for him. When he taps on it the office is notified through the Internet that he has received his assignment. A second tap dispatches him and lets the office know he is enroute to your job...and so on for every aspect of job until he gets back into his vehicle to get his next assignment – you get the idea.

After your service has been performed and the 'electronic paperwork' is finished, the tech then asks for a signature on the iPad using your finger. If you have email, we can send you the invoice to either file electronically or print out. If you don't have email, we can mail you a copy.

Pretty amazing. And it provides a lot of benefits. Invoices generated this way are more accurate because the remote software application does the adding and subtracting and human error is eliminated. Also, the invoices are more legible versus handwritten invoices. Plus the office always

knows what phase of your job the tech is at because of the interactive communications that take place. Other big advantages are that the tech can research previous services that we have performed at your location, look up equipment records and warranties and your VHP Club status. This is especially helpful for after hours and holiday service as the tech now has access to all this information remotely.

It certainly is a brave new world we are in and a far cry from when I was in the truck as a service tech.

—Daniel Squires

P.S. As of this writing, we are still in the transition phase, and not every invoice is paperless. Part of the reason is that just like cellular phone service, Internet service can be spotty in certain areas. But like all progress, it just takes time.

—D.S.

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## March Madness Word Search

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

Basketball  
Sweet Sixteen  
Wooden Award  
Spartans  
Elite Eight  
Bracket  
Final Four  
Wolverines  
Underdog  
Bubble Team

www.vhpinc.com

## Humor Section



*The Most Reasons to be Your Best Choice*

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**Q: Why did the chicken cross the basketball court?**

*A: Because it heard the referee was calling fouls.*

**Q: What did the march say to all the madness?**

*A: What's all that bracket*

**Q: Why is the basketball arena hot after the game?**

*A: Because all the fans have left.*

**Q: Which are the best animals at basketball?**

*A: A score-pion.*

source: <http://www.jokes4us.com/sportsjokes/basketballjokes.html>