

PHS Washrooms Case Study

The Borough, Sunderland

As any bar, restaurant or other customer-facing organisation knows, washroom odours can have a real impact on customer opinion. In fact, washrooms, it's often said, are the areas that leave the most lasting impression, and this will be for good or bad reasons, depending on the state of freshness within!

The Borough, a bustling bar in the centre of Sunderland, used to suffer from a smelly men's washroom, and as the washrooms are situated close to the main bar area, this created an unpleasant environment for customers and staff alike. PHS Washrooms addressed this problem by installing Biozone, an air sterilising unit.

Biozone works using five different techniques to target the bacteria that cause malodours, and it is also 99.99% effective against flu viruses. It uses advanced technology to eliminate bacteria, viruses, mould spores, algae, Volatile Organic Compounds (such as methane), and odours in the air and on surfaces.

Installing Biozone has made a huge difference to The Borough, with staff and customers commenting on the lack of smells that now come from the men's washroom.



Common Problems:

- ❌ **Malodours in washrooms/communal areas**
- ❌ **Air fragrancing units mask smells but do not address the source of odours**
- ❌ **Staff, visitors and customers can have a negative experience due to bad smells**

PHS Solution:

- ✅ **Installation of Biozone**
- ✅ **Eliminates bacteria, viruses and other causes of malodours, both in the air and on surfaces**
- ✅ **Leaves a fresh-smelling washroom and surrounding area**
- ✅ **Can be used in conjunction with PHS Air Fragrancing units**

"The toilets are right next to the bar and were very smelly. What a difference Biozone makes - the customers and staff all comment on the lack of smell now coming from the men's, even when it is busy, and the unit looks great too. Biozone is definitely value for money, and if I was to rate it out of 10 it would be 10/10."

Danny Ostridge
Manager
The Borough, Sunderland