

CASE STUDY

HYGENIKXTM

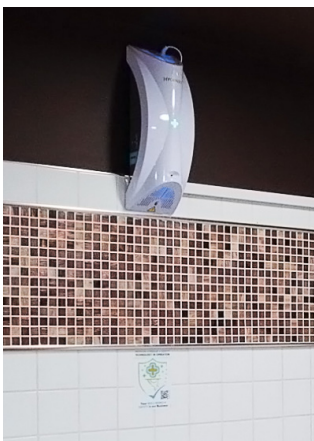
HyGenikx Technology Helps Aqua Lead the way on Customer and Staff Safety



Like all hospitality businesses, the first Coronavirus lockdown came as a massive blow to Aqua Restaurants, but it also gave them time to put new covid-secure plans in place. They researched the best way to protect staff and customers and came across the **HyGenikx** air and surface sanitisation system...

Aqua is a popular chain of four restaurants located in the South West, the first of which was opened in Bristol in 1998 by its current proprietor, Richard Smithson. As Ben Smithson, Operations Director for Aqua Restaurants, explains: *"Each of our locations has its own unique style, designed to blend in harmony with its surroundings. Whichever location you choose, you can rely on our signature Aqua dining experience, which*

brings together exciting flavours and sustainably sourced produce, carefully-crafted cocktails, impeccable service and relaxed yet elegant comfort. Our carefully curated menus change seasonally, ensuring that each plate is fresh and well-balanced with all palates catered for. Basically it is delicious food served in fantastic surroundings!



"The system in many ways appeared too good to be true as it also works 24/7 and we urgently installed HyGenikx units both front and back of house, starting off with the kitchen and toilet spaces, before moving on to install them in the main restaurant area, which has had a great benefit for us."

Ben Smithson, Operations Director for
Aqua Restaurants

"Over the years, the family has grown to encompass an incredible team of talented chefs, managers and charismatic staff across several locations around the South West. While

they each have their own unique charm, they all remain true to our family ethos: providing contemporary food made with the finest ingredients, served with care.

"Our customer base has changed over the years, but still remains true to what we started out with – a lot of office based clientele Monday to Friday during the day, leading to families and the younger generation visiting from the early evening and into the night."

Like all hospitality businesses the first Coronavirus lockdown came as a massive blow to Aqua Restaurants, but as Ben reflects it gave them time to re-evaluate their operation and to put new Covid secure plans in place to protect customers and staff: *"Lockdown was a very challenging time for everyone, but I think it gave us a chance to really look at our operation; look at what we've done, and evaluate where we wanted to go. One of the priorities when we reopened was making Aqua premises covid-secure in order to protect both our customers and staff. As part of our research on the best way to do this, we came across the **HyGenikx** air and surface sanitisation system from Mechline which eradicates viruses and bacteria including Coronaviruses, whilst also controlling odours and prolonging the shelf life of fresh produce. The system in many ways appeared too good to be true as it also works 24/7 and we urgently*



*installed **HyGenikx** units both front and back of house, starting off with the kitchen and toilet spaces, before moving on to install them in the main restaurant area, which has had a great benefit for us."*

As **HyGenikx** is wall-mounted, compact and

"We have the HyGenikx stickers up to ensure that our customers know we are working hard to ensure our environments are safe. In the world we are living in now, the role of the HyGenikx units has never been more important as it is helping to keep everyone safe from viruses and bacteria, so customers can feel comfortable and safe in these surroundings."

Ben Smithson, Operations Director for
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works quietly, most customers don't even notice it's there, and therefore aren't aware of the protection it brings. This is exactly why like so many other operators, Aqua display the sticker which comes with each **HyGenikx** unit in their restaurant windows to reassure customers: *"We have the **HyGenikx** stickers up to ensure that our customers know we are working hard to ensure our environments are safe. In the world we are living in now, the role of the **HyGenikx** units has never been more important as it is helping to keep everyone safe from viruses and bacteria, so customers can feel comfortable and safe in these surroundings."*

Ben and the team at Aqua did investigate alternative air and surface sterilising options to supplement their already rigorous manual cleaning regimes, but as he explains, it was clear that **HyGenikx** was the right solution: *"We reviewed all other technologies as you do when looking to install a new system, but found fogging options were messy and didn't suit our operation. The **HyGenikx** system sits quietly on the wall, is easy to install and for us, is perfect for our style of operation."*

Despite the unprecedented challenges the Coronavirus pandemic continues to present to the hospitality industry, it's clear from Ben that **HyGenikx** has played an important role in helping Aqua Restaurants adapt to the 'new normal' and reassure customers: *"I would thoroughly recommend **HyGenikx** units to other hospitality industries throughout the country, as we've seen first-hand the benefits of using **HyGenikx** since day one – from nullifying odours, to extending the lifespan of produce and ultimately for the reassurance of the guests – it's such a great benefit for us."*

Together with regular handwashing, frequent cleaning, and social distancing, **HyGenikx** can help prevent the spread of harmful coronaviruses and reduce the risk of infection.

HyGenikx models start from as little as £289, require no training to use and no costly installation as they simply plug into a standard socket and consume very little energy, requiring only 9-13 watts. The **HyGenikx** range has models to suit every application, from food preparation areas, cold rooms, and front of house, to washrooms, refuse areas and beyond.

For further information on **HyGenikx** please go to:

www.mechline.com/hgx

For more information on products from Mechline Developments Ltd, contact us on:

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