



Case Study: Airport

Eliminating washroom odours

Overview

As one of the UK's significant aviation gateways, this airport handles tens of millions of passengers every year, placing it among the busiest airports in both the UK and Europe.

With consistently high daily footfall passing through its terminals, it operates in an environment where washroom hygiene is both visible and operationally critical.

These washrooms experience intense, near-continuous use, with the landside terminal washrooms experiencing a daily average of 3,686 visitors. The washrooms must remain hygienic, fresh and fully operational, not only to ensure a positive experience, but to support the efficiency of cleaning teams working under constant pressure.



The Challenge

Despite continuous cleaning regimes, washrooms faced persistent challenges driven by exceptionally high usage, hard water conditions, and constant stream of passengers.

Key issues included:

- Recurring odour from urinals, toilets and sinks
- Blockages caused by historic build-up and reduced pipe bore
- Limescale accumulation around toilet rims, waterlines and sanitary surfaces
- Increased pressure on cleaning staff to manage issues reactively

The airport, alongside its facilities management partner, was seeking a solution that would work beyond surface-level cleaning, and:

- Address problems at the source, not just surface level
- Maintain washroom hygiene between cleans, even during heavy use
- Reduce reactive call-outs and unblock cleaning teams to focus on core duties
- Be practical, safe and scalable within a live airport environment

Industry

Aviation

Location

London

“Everyone has noticed the improvement and mentioned it to us. Our scores have improved since the start of the trial”.

The Solution

Thrive’s clean chemistry solutions were selected as they are designed to work within pipework and across washroom surfaces to resolve and prevent issues, rather than masking symptoms.

The terminal’s arrivals washrooms were chosen as the trial location, with an average daily footfall of 3,686 visitors.

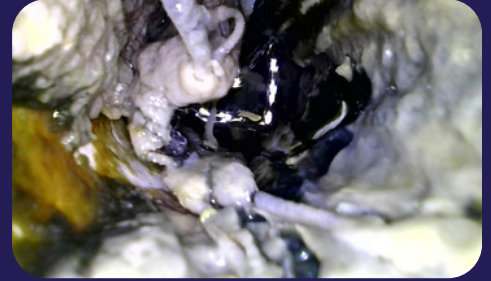
A structured, multi-product 6-week trial was implemented to highlight the efficacy of Thrive’s products in addressing core operational challenges faced by the airport and their facilities manager.

The products trialled:

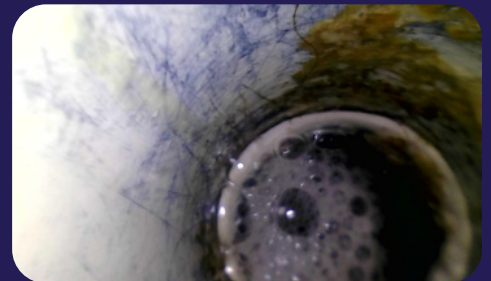
- **URIZAP Shock:** intensive initial treatment to break down uric scale and organic build-up
- **URIZAP Daily:** ongoing bio-enzymatic maintenance to prevent odour and blockages
- **DRAINZAP:** targeted, fast-acting drain treatment to restore flow and eliminate odour causing build-up
- **SLUDGEZAP:** ongoing biological maintenance treatment to prevent build-up and odours within drains, toilets and pipework
- **SCALEZAP 360 Foam:** safe removal of limescale and urine staining from rims, waterlines and floors

Products were applied during overnight cleaning windows to maximise dwell time in a sensor-controlled environment.

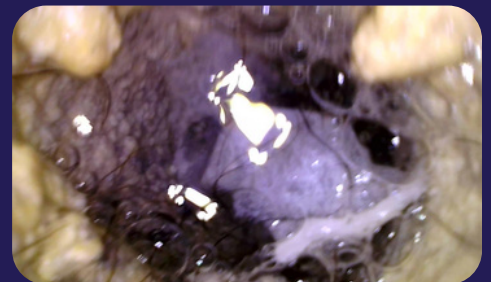
Thrive attended site regularly to monitor progress, train staff and capture endoscope imagery.



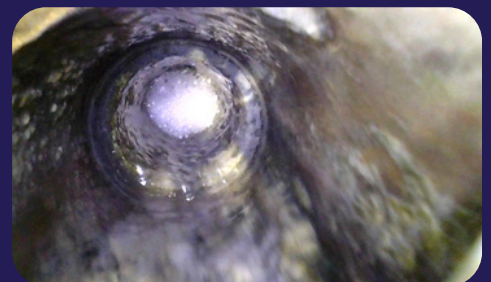
Before: Sink pipework in the washroom



After: Sink pipework in the washroom



Before: Urinal five



After: Urinal five

“There was no smell from the urinals since starting [URIZAP Daily].”

Results & Impact

The trial delivered clear, measurable, and sustained improvements in one of the most demanding washroom environments at the airport, demonstrating product efficacy under continuous real-world pressure.



Odour eliminated and controlled between cleans

- Odours from urinals, sinks and toilets were eliminated
- No odour detected on entry, at fixtures, or within toilet cubicles
- Improvements were recorded mid-trial and remained consistent through to completion, despite heavy usage



Drainage restored and blockages prevented

- All sinks and urinals returned to free-flowing condition
- No recurring blockages reported during the trial
- Endoscope imagery confirmed reduced uric scale, sludge and organic build-up, with improved internal pipe condition



Improved surfaces and reduced deep-clean demand

- SCALEZAP 360 Foam removed below-rim limescale, toilet waterline scale and uric staining beneath urinals
- Products proved safe and practical across washroom surfaces
- Cleaning teams reported visible improvements and ease of use



Increased operational confidence

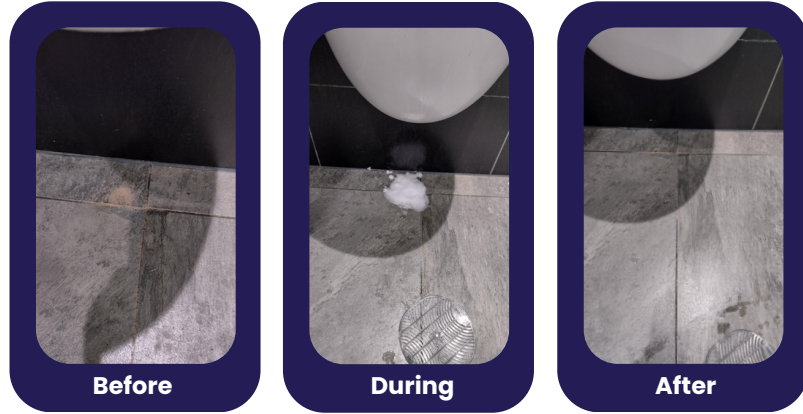
- Operatives consistently reported improved washroom condition
- Benefits were observed during both night-time and daytime inspections
- Management confirmed absence of odours and no recurring drainage issues
- This provided confidence that hygiene standards could be reliably maintained between cleans in a high-footfall environment.

“The team like the SCALEZAP 360 product which has successfully removed below rim limescale and works well on urine staining on the tiled floor beneath the urinals.”

Proven, scalable solution

The trial met and exceeded its objectives, demonstrating that Thrive's solutions can:

- Maintain hygiene standards in high-footfall, high-pressure environments
- Reduce reactive maintenance and repeat issues
- Deliver consistent results with minimal disruption
- Be confidently rolled out across additional washrooms and sites



Use of SCALEZAP 360 Foam to remove legacy urine stain underneath urinal

"Staff have consistently commented about the improved odour."

"Staff are really happy with it, they find it easy to use, and if something works, it works, and this works."

"Staff really love the SCALEZAP 360 foam and have asked me to buy more"

About Thrive

Thrive believes cleaning can be smarter, safer, and better for the planet.

We develop innovative, safe and sustainable solutions to tackle the challenges of human-made pollution.

Our groundbreaking products transform how people clean, delivering exceptional performance without compromise. By setting new standards in sustainability, we empower businesses to reduce waste, improve efficiency, stay compliant, and shrink their carbon footprint, all while supporting the regeneration of our planet's ecosystems.

Biotech that cleans, clears & restores.

