

# Case Study

## 05/2020 Kenyons Fruit and Veg

In May 2020 Willings set up a live demo to evaluate the Evolve Thermal 360 body scanning gun at a local fruit and vegetable shop.

Retail - Case Study



# Background

Kenyons is a local well established supplier of quality fresh fruit and vegetable produce.

The proprietors, Steve and Nikki Kenyon manage the day to day running of the business.

Due to Covid-19 and the lack of food at large supermarkets many shoppers turned to their local independent retailers.

This put great strain on many small businesses who had to quickly adapt to large influx of customers into small stores, and the increasing anxiety and fear to both customers and staff.

Niki explained that on most days they now had 400 - 500 customers with many having to queue outside which was increasing their anxiety and fears about going into the shop.

She had been looking at ways to try and reduce the fears of her staff and customers and had seen various products on the internet such as thermal imaging guns that can monitor a queue of people, but was nervous about buying one.

We advised her that there were many thermal image and temperature detection devices being offered and that we could help to find the solution to suit their requirements.

## Briefing

We explained that the purpose of the Thermal 360 was to measure the body temperature from 1m away. But that the gun needed to be in a controlled environment and not pointing at other heat sources.

That it measured high skin-surface temperature, which is often an indicator of fever. But that certain medications, drugs and alcohol can also raise a body temperature, as can non-infectious diseases like silicosis and rheumatoid arthritis.

We also explained that the body temperature can heat up based on the surroundings such as the sun beating down on you when waiting in a queue or after strenuous exercise.

Niki thought it was good that it could detect other illnesses as this may help some of her elderly customers.

We explained that thermal image screening devices can miss people who are infected and give false alarms for those who are not.

Niki asked so why use thermal image scanners and our answers were:

- There are not many other ways to screen large numbers of people in a short amount of time.
- Thermal scanners are better than nothing.
- They help identify people who should receive further investigation.
- They are not a medical device but if set up and used properly, they have the potential to help identify someone who is hot and merits a closer look.

After the briefing it was decided that we should first show the advantages and disadvantages of the Evolve Thermal 360.



## Testing

The best location for the gun was pointing out of the shop towards the queuing customers so that they were checked just as they entered.

However, we showed Niki how the gun would be affected by the engine heat of passing cars and by mid-afternoon the gun was also affected by the sun, which was now pointing directly at the shop front.

We then repositioned the gun so that it was pointing against a wall, but on the second day of testing the temperature in the shop rose to 40 deg which again effected the gun.

# Client Feedback

*“Even with the problems with location and the fact that we cannot use on hot days we were very impressed with the speed at which it worked and the very positive comments from both our customers and staff saying how much more safer they felt.”*

## Our Conclusion

Thermal Guns are ideal for human body temperature checking if used in a controlled environment. We recommend that anyone looking to purchase a Thermal Gun should try before they buy.

If you would like to know more about the Evolve Thermal 360 or any of our alternative products than please contact Alex on the telephone number below.

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