

Damage:



Description of issue:

This jacket was cleaned recently by a DIA member, and it is a good example of a relatively common problem - separation of the fabrics and separation of the coating on the jacket designed to give protection against wind and rain.

Manufacturers are known to use many different products to help protect against inclement weather and in this particular instance, if the materials in this jacket were unpicked then we would see the cause of the problem being the above-mentioned separation.

This garment has care instructions with dry clean P, this denotes the solvent perchloroethylene and perc is the strongest solvent available and in Australia is the most widely used. The garment also carries washing instructions so that either drycleaning or washing is permitted. In this instance the jacket was washed in cold water and the wrinkling appeared and then drycleaned with the wrinkling still remaining.

It was noted that the care label had the international symbols instructions that tumble drying is prohibited and this is an issue as all dry cleaning requires tumble drying. It is possible that the label is referring back to the washing instructions but then if this is the case then the manufacturer should make this clear.

Manufacturers are required by law to label all garments with care instructions that will not be detrimental to the garment during the recommended care proceedings.

This is not the dry cleaners fault it is a fault of manufacture. In this instance the drycleaner was a DIA member, and we were able to assist him providing him with some Technical Analysis Bulletins (TABs) from the DLI which supported that it was a manufacturing error.

The relevant TABs were:

- TAB 298 – Polyurethane
- Tab 305 – Separation of fusible facings
- Tab 334 – Separation of bonded linings
- Tab 403 – Raincoats can shrink
- Tab 429 – All weather coats blistering