

Back in January a drycleaner in Canberra cleaned a black puffer jacket according to the care label and after cleaning the outside fabric of the jacket started showing signs of peeling around the cuffs and along some seams.

**Damage:**



**Description of issue:**

As mentioned above, after this jacket had been dry cleaned according to the care label, damage to the outside fabric of the jacket started to show.

The drycleaner involved did explain to the customer that it was not their mistake as the damage mainly occurred around the needle holes in the seams and in areas exposed to more rubbing and contact with surfaces during normal wear.

The customer said the jacket was new and only a few months old. They went back to the manufacturer and the manufacturer said it was the drycleaner's fault for using too a high temperate in the cleaning process.

Photos of the jacket were examined by Howard Duffy, DIA Technical Officer, and Howard's feedback was that the care label conformed to AS/NZL 1957-1998 care labelling requirements and that the jacket could be hand washed in 30 degree water and dry cleanable in Perchlorethelene and as perc is the strongest of all solvent it means that dry cleaning in any solvent is permitted.

Rainwear and ski wear are manufactured in different ways so as to provide weather proofing, be it rain or snow. In most cases a bonding is applied, usually on the inside but some like this garment appears to be on the outside surface.

Whilst it was quite possible that the damage now showing was not evident before the cleaning cycle, the cause of the damage had been done during normal wear and the necessary mechanical action of the cleaning cycle has removed the damaged coating. Close examination show the areas of wear on pockets, cuffs and seams. The lining shown in the photos shows no such damage because the lining is not a coated fabric.

In this instance the relevant TABS bulletins were:

- TABS No. 298 Polyurethane
- TABS No. 322 Coating damage

**Description of issue:**

This jacket was dry cleaned as per the care label instructions and the solvent used was Hydrocarbon. The jacket was brand new and had never been worn before by the customer.

The lining on the jacket fell apart and frayed after the cleaning and Joanne contacted the customer. Joanne tried to seek help from The Iconic to assist the customer but they would only deal with the customer and needed the purchase order number.

It is unknown how the customer went with getting a refund or a replacement jacket, but one would assume that given the damage above after only one clean The Iconic did right by the customer.

If you have any problem garments that you feel should be sent all to all members then please forward them to [info@drycleanersweb.com.au](mailto:info@drycleanersweb.com.au) and include the following information:

\* Pictures of damage

\* Pictures of care label and fabric content label

\* How the garment was cleaned

\* Any other relevant information, for example, the manufacturer was helpful or unhelpful.