

Thank you to Geoff Meerwald from Simply Magic Drycleaners in Perth for sending us the details of an issue that he had with a Karen Millen black jacket. The polyurethane on the shoulders started to peel after being cleaned.

Damage:



Description of issue: The report from ITAL is below:

Examination of the garment shows a synthetic leather coating applied to the shoulder details has been disturbed resulting in a change in appearance. This leather-like, synthetic material is produced by adhering a polyurethane film to the surface of a backing fabric. The bonding agent used to adhere the film to the backing fabric has been adversely affected by professional cleaning, causing it to separate and peel exposing the backing fabric.

EXPLANATION: The materials used to produce the urethane film can be formulated to be completely durable to all circumstances of wear and later care. Due to mishaps in formulation or poor selection of the adhesive or bonding agent, the adhesive can degrade allowing the film to separate from the base fabric. Once it separated, the sheer film did not have sufficient tensile strength, and breaking and peeling occurred. Damage of this type may be progressive with each cleaning process and be noticeable after several cleanings or it may show up after the initial cleaning.

Urethane finishes when not properly made can also be adversely affected by components such tension or repeated rubbing or abrasion. Thus, local urethane peeling damage can be more prominent in areas that are exposed to these conditions during wear.

CONCLUSION: The professional care process is total immersion and cannot cause such specific areas of local damage. Damage originating from use and/or proper cleaning can only be controlled at the manufacturer level by using materials that have greater resistance to expected conditions of repeated wear and later professional care.

This adverse condition is beyond the control of the cleaner.