

# Textile Consultancy Services Report

## CRUISE AUSTRALIA IMITATION SUEDE JACKET

### ENQUIRY

The garment submitted by the dry cleaner for examination and report is a lady's brown artificial suede jacket, labelled "Cruise Australia" and "Dry Clean Only". The purpose of the enquiry was to comment on the most likely cause of the garment becoming stiff and brittle and cracking after recent dry cleaning. The dry cleaner reported that the jacket was dry cleaned in in-line refrigerated perchlorethylene charged with a proprietary soap product using a normal cleaning cycle in a process that was intended to correspond with the requirements of the "Dry Clean Only" instructions on the care labelling and no other stain removal procedures were used.

### LABELLING

- Designer/Manufacturer: Cruise Australia
- Fibre Content Labelling: Shell - Pile 100% acetate, Black (sic - Back?) 52% cotton/48%polyester, Lining - 100% polyester
- Care Labelling: Dry Clean Only
- Size Labelling: M

### EXAMINATION

The jacket was examined and it was found that the outer shell material consisted of an imitation suede material coated on a material, such as

vinyl, which had a fabric backing. It was immediately apparent that there had been extensive loss of the synthetic suede coating and that the synthetic backing material onto which the imitation suede was attached had become completely stiff and brittle.

As a result of this brittleness, it showed evidence of cracking and splitting where the material had been folded.

### DISCUSSION

This garment has lost much of its imitation suede coating and it has become unacceptably stiff and brittle, with resulting extensive cracking and splitting, due to the loss of plasticiser occurring during the course of a dry cleaning treatment that fully complied with the attached care labelling instructions "Dry Clean Only". This care label permits no other method of cleaning and the dry cleaner is entitled to assume the care labelling is correct and has no prior way of knowing whether or not a garment is likely to be damaged by the dry cleaning process.

The outer shell of this jacket consists of a plastic or polymeric type of material, probably vinyl. Such materials when used for garments require the use of chemical softening agents called "plasticisers" which are added

to give the material suppleness and pliability so that the garment will be comfortable for the wearer. Unfortunately, the perchlorethylene solvent, which has been applied to this garment in the course of dry cleaning has caused the loss of the plasticiser from the backing material resulting in its dramatic change of texture and cracking damage.

## BSV

### BOILER SPARES AND VALVES

**Starting October 2002**  
**A new and competitive**  
**source for all your**  
**boiler consumables and**  
**boiler accessories**

**Annual Inspection Due?**  
**Preventative**  
**Maintenance Time!!!**

**Unexpected Breakdowns**  
**BOILER SPARES &**  
**VALVES**

#### IS THE VALVES

- Hand hole gaskets •
- Gauge glasses •
- Cone rubbers •
- AB12 Sleeves •
- Ball Valves •
- Check Valves •

#### Water Level Probes

**and other boiler related**  
**items on request**

**All enquiries welcome - contact**

**Boiler Spares & Valves**  
**Unit 1/32 Dixon Court,**  
**BORONIA 3155**  
**Ph: (03) 9762 4458**  
**Fax: (03) 9762 4453**

**FREE  
MACHINE HIRE**  
*Do it yourself*  
**CARPET  
CLEANING**

*Free  
hire of machine  
when you purchase*  
**Hagerty 5\*  
Carpet Shampoo**



**NEW SOUTH WALES**  
Tulloch Aust. Pty. Ltd.  
(02) 9567 6755

**QUEENSLAND**  
Brisbane Hanger  
Manufacturing Co.  
(07) 3343 5483

**SOUTH AUSTRALIA**  
D C Chemical Supplies  
Pty. Ltd.  
(08) 8234 1121

**VICTORIA**  
Stelco Chemicals  
(03) 9763 5733

**WESTERN AUSTRALIA**  
DCS (08) 9242 2533  
Veeco Pty Ltd  
(08) 9350 6336

**TASMANIA**  
Kempo Manufacturing  
(03) 6334 0388  
Tas Isle Trading Pty. Ltd.  
(03) 6272 5288

**NEW ZEALAND**  
Ancrom Industries Ltd.  
Auckland (09) 415 2222

Since this severe damage to the garment has resulted from a care treatment that is specified on its attached care labelling, it is clearly incorrectly labelled as "Dry Clean Only" – an instruction that clearly permits the use of the solvent perchlorethylene. Therefore, the responsibility for this major performance failure by the garment must lie with the manufacturer who must provide appropriate redress to the customer. The problem of this jacket becoming stiff and brittle is clearly explained in the technical bulletin "Vinyl Garments Turn Hard", prepared by the International Fabricare Institute (I.F.I.) in the U.S.

**CONCLUSIONS**

The garment has become severely damaged following a

dry cleaning treatment that fully complies with the requirements on the care labelling through no fault of the dry cleaner.

The responsibility for this situation must therefore lie with the manufacturer and the garment and a copy of this report should be taken to the point of purchase so that the customer can receive appropriate redress for this loss.

*Steven Pyott  
B.Sc., M.Sc., CText A.T.I.,  
Grad.Cert.Ed., Adv.Dip.Ed.  
Consulting Chartered Textile  
Technologist  
Textile Problem Analysis  
Textile Labelling Advice Education  
and Training  
P. O. Box 132  
Kallangur Qld 4503 Australia*



CRUISE AUSTRALIA IMITATION SUEDE JACKET