



DCCAS

“Offering Professional
Dry Cleaning Dispute
Solutions”

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

THE USE OF ULTRA-VIOLET ILLUMINATION CONDITIONS TO REVEAL PRIOR SOILING AND WET CLEANING TREATMENTS THAT HAVE BEEN APPLIED TO A GARMENT BEFORE BEING SUBMITTED TO THE DRY CLEANER

ENQUIRY

The dry cleaner submitted a lady's black-trimmed grey viscose/linen dress, labelled 'Veronika Maine', for examination and report. The purpose of the enquiry was to comment on the most likely cause of the areas of yellow discolouration under the black bodice trim and near the black shoulder straps that the customer believes has only become apparent after recent dry cleaning.

The dry cleaner reported that the dress was dry cleaned perchlorethylene charged with a proprietary soap product using a short cleaning cycle in a process that was intended to correspond with the more restrictive requirements of the underlined, circled P dry cleaning symbol - Ⓟ - on the care labelling and no other separate stain removal procedures were used.

LABELLING

- **Designer/Manufacturer:** Veronika Maine
- **Fibre Content Labelling:** 68% viscose/32% linen, lining - 100% polyester
- **Care Labelling:** Dry Clean Only Ⓟ (40), Do Not Wash, Warm Iron
- **Size Labelling:** 10
- **Country of Origin:** Australia (from imported fabrics)

EXAMINATION

The garment was examined under standard white lighting conditions and there were extensive areas of yellow discolouration mainly underneath the black fabric bodice trim that runs under the bust line, but also near where the black shoulder straps attach to the dress. There were also two areas of yellow residues of some type of beverage spillage in the form of rings on the front of the dress.

The dress was also examined under UV conditions and this revealed that the dress had been extensively stained by either food and/or beverage spillages at some stage and had then been treated, either by soaking or laundering, using a laundry detergent product that contains optical brighteners (OBAs).

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

ABN 59 161 662 061

Web site: <http://www.drycleaningcomplaints.com>

E-mail: enquiries@drycleaningcomplaints.com

Tel: (07) 3204 6354 **Mob:** 0418 726 885

This was clearly revealed by the irregular areas of bright fluorescence throughout the dress, which are produced by the OBA residues left in the fabric after the wet cleaning treatment. Such a wet cleaning treatment, either by soaking or washing, using such an OBA-containing laundry product, clearly contravenes the **Do Not Wash** instructions on the attached care labelling.

Photographs are provided at the end of the report, which comparatively show both the front of the dress and the back of the dress, under both standard white lighting conditions and UV conditions. The photographs under UV conditions show extensive fluorescence which indicates the dress has received a wet cleaning treatment using a commercial product, which contains OBAs, and they also clearly show the extensive residues of previous staining/soiling, which the wet cleaning was intended to remove.

DISCUSSION

The UV examination clearly shows that the dress has received extensive staining at some stage during its use and wear from either food or beverage spills and there are still visible residues of such staining under standard white lighting. However, at some stage which cannot now be precisely determined, but obviously prior to dry cleaning, the dress has also received some type of wet cleaning treatment, either by soaking or laundering, using a commercial laundry product that contains optical brightening agents (OBAs), in order to treat these stains.

It is highly likely that this treatment was carried out prior to the garment being brought in for dry cleaning rather than during handling by the dry cleaner. The yellow marks on the garment are almost certainly swale marks or similar, which is either some sort of residue from the wet cleaning treatment previously used on the dress, or a reaction to this previous wet cleaning treatment that has actually occurred during the course of the most recent dry cleaning. In either case, the dry cleaner cannot be held responsible for causing them. Such a wet cleaning treatment that has been used on this dress is clearly in contravention of the **Do Not Wash** instructions on the attached care labelling.

CONCLUSIONS

The examination under UV conditions clearly shows that the dress has previously been extensively soiled and stained by food/beverage type spillages during the course of previous use and wear and subsequently a prohibited wet cleaning treatment has been used on the dress in order to attempt to remove this staining.

The yellow marks currently visible on the dress under normal lighting consist of (1) residues of some type of unremoved beverage spillage in the form of two rings and (2) swale marks below the black bodice trim under the bust line and near the shoulder straps as a reaction to either the wet cleaning treatment before or after the most recent dry cleaning treatment.

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

ABN 59 161 662 061

Web site: <http://www.drycleaningcomplaints.com>

E-mail: enquiries@drycleaningcomplaints.com

Tel: (07) 3204 6354 Mob: 0418 726 885

The dry cleaner cannot reasonably be held responsible for causing any of the marks currently visible on this dress, given its extensive previous soiling and the attempt to remove it by the use of a wet cleaning treatment that is clearly prohibited by the attached care labelling.



Steven Pyott

B.Sc., M.Sc., CText A.T.I., Grad.Cert.Ed., Adv.Dip.Ed.

Consulting Chartered Textile Technologist

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

CERTIFICATE

I, Steven Donald Pyott, do hereby certify that to the best of my knowledge and belief, the above information is accurate. Being an Associate of the Textile Institute, I have agreed to be bound by the terms of the Institute's Royal Charters, By-laws and Professional Code of Conduct for the time being in force. The Textile Institute accepts no responsibility for the information contained in this reply to your enquiry.



Steven Pyott

DRY CLEANING COMPLAINTS ARBITRATION SERVICES

ABN 59 161 662 061

Web site: <http://www.drycleaningcomplaints.com>

E-mail: enquiries@drycleaningcomplaints.com

Tel: (07) 3204 6354 Mob: 0418 726 885