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Customer Awareness Information

As professional cleaners we are very proud of our service, our ongoing staff training programme and the skills and commitment of the staff we employ and we all endeavour to provide our customers with a high quality product and a second to none service. It is to this end that we have put together this General Cleaning information to help to generate a better understanding of some cleaning issues.

Because of the diverse nature and condition of the items we receive for cleaning all cleaners must expect that occasionally issues may arise that could not have been foreseen or detected during reception. Due to the masking effects that arise during wear and the accumulation of soiling our Counter Staff are not always able to predict issues that may arise after cleaning which are due to normal wear and tear.

With few exceptions and unbeknown to the customer all items received for cleaning are already subject to the adverse effects of normal wear and tear, simply due to the fact that they have been worn; very rarely this can and does impact on cleaning, in some cases resulting in a disappointed customer.

During wear soiling, which typically comprises of around 30 % particulates such as sand and grit, builds up in textiles. Due to movement in wear these gritty particulates interact with fibres and yarns resulting in damage / wear.

Simultaneously, other components of soiling such as oils, waxes and water soluble impurities build up and have a stiffening effect on textiles which tends to counteract the noticeable effects of wear. However when textiles are cleaned and the soiling is removed the full effects of wear and tear may be revealed for the first time. In the case of some items that may have been worn for a long time the effect can be dramatic leaving the garment with an obvious change or loss of body and handle.

The function of the Retexturing and Conditioning Agents we use is to counteract the effects of normal wear and tear and changes in handle.

However, it is possible that occasionally the customer may notice changes which are due to normal wear and which we very much regret may be beyond our control. We would also bring to your attention that normal retail specifications for textiles allow for up to 3% relaxation shrinkage. In terms of clothing and personal wear items this is normally quite acceptable and is not the responsibility of the cleaner. However, with furnishings such as curtains and fitted covers 3% relaxation shrinkage may be quite noticeable and could lead to a complaint which is why we always inform you during reception of the risk and measure your furnishings.

Anything over and above 3% relaxation both in Terms of personal wear and furnishings is very clearly the cleaners responsibility.