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## FREQUENTLY ASKED QUESTIONS

### WHAT IS DRY CLEANING?

Dry cleaning uses fluids to remove soil and stains from fabric. In fact, the term "dry cleaning" is misleading; it is called dry cleaning because the fluid contains little or no water and does not penetrate the fibers as water does. Among the advantages of dry cleaning is its ability to dissolve greases and oils in a way that water cannot. Dry Cleaning helps to return garments to a "like-new" condition using precautions to prevent shrinkage, loss of color, and fabric distortion. The dry cleaning process begins with the pretreatment of spots and stains using special cleaning agents. The garments are then loaded into a machine resembling an oversized front-loading home washer. Throughout the cleaning process the fluid is filtered or distilled to ensure its clarity. Today, the solvent used by almost 90% of all dry cleaners is Perchloroethylene, commonly known as "Perc." It is completely non-flammable and non-combustible, of relatively low toxicity, and can be efficiently reused and recycled. "Perc" has been listed by the Environmental Protection Agency as a possible carcinogen and hazardous ground and air pollutant.

### WHAT IS WET CLEANING?

Non-toxic, environmentally safe garment cleaning technology utilizing computer controlled wet cleaning machine, and biodegradable soaps and conditioners.

### HOW CAN YOU HELP YOUR CLOTHES AND YOUR CLEANER?

Bring your garments in for professional cleaning as soon as possible after staining occurs. Stains or soils left too long may become permanent. Discuss any stains with your cleaner. Keep perfumes, lotions, deodorants, antiperspirants, and other toiletries away from your clothes. These products likely contain alcohol which will damage some dyes. Protect garment, especially those made of silk, from excessive perspiration, as this can cause dyes to discolor. Have matching pieces of an ensemble cleaned together so any color fading will be uniform. Protect your garments from prolonged exposure to direct light. Don't press stained or soiled clothing, as the heat may set some stains.

### WHAT DOES IT MEAN IF MY CLOTHES SMELL OF CLEANING SOLVENT?

If your clothes are returned to you from the dry cleaner and smell of solvent, it's time to change cleaners. This smell is a sign of impure solutions and bacteria growth in the system. Freshly distilled solvent should be used on every load to properly care for your clothes. A properly maintained dry cleaning system should produce odor free clothes with every cleaning.

### DOES FREQUENT DRY CLEANING SHORTEN THE LIFE OF A GARMENT?

On the contrary, frequent cleaning prolongs the life of a garment. Not only do stains set with age, making the garment un-wearable, but ground-in dirt and soil act as an abrasive, like sandpaper, causing rapid wear of fibers. Also, insects are attracted to soiled clothes and will cause further damage.

### DO SHIRTS SHRINK WHEN CLEANED?

Industry standards allow for a normal shrinkage of two percent that is not usually noticeable. You can measure the collar and sleeve length to be sure it corresponds to the shirt size. Measure the collar from the beginning of the button hole to the center of the button and measure the sleeve length in a straight line from the center of the back of the collar to the end of the cuff. If there is shrinkage, it is usually due to poorly stabilized materials.