



Softwash: User manual (with Concord detergent)

Wet cleaning with Concord Textile: advantages

1. Non or few regulatory constraints (such as the “2345” in France)
2. Complete drying of garments (« dry-to-dry ») solution
3. Ease of finishing; similar to dry cleaning
4. Very high productivity; superior to dry cleaning
5. Highly effective spotting agents for grease stains
6. Simple to use; a small number of programs and products
7. Exceptional cleaning results
8. Safe products; hypoallergenic and entirely biodegradable
9. Comparatively low investment and operating costs

Concord Textile wet cleaning, that's...

... millions of items cleaned and dried every year... by small operations with limited finishing equipment that clean 100 items per day and industrialized operations that clean more than 2,000 items per day !

High productivity

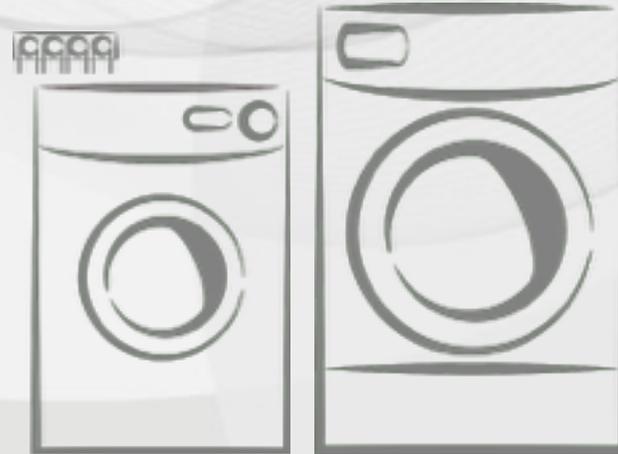
Production with only 10 cycles per day....

Up to 30 kg or
ca. 90 pieces !



9 kg washer

Up to 120 kg
or ca. 240
pieces !

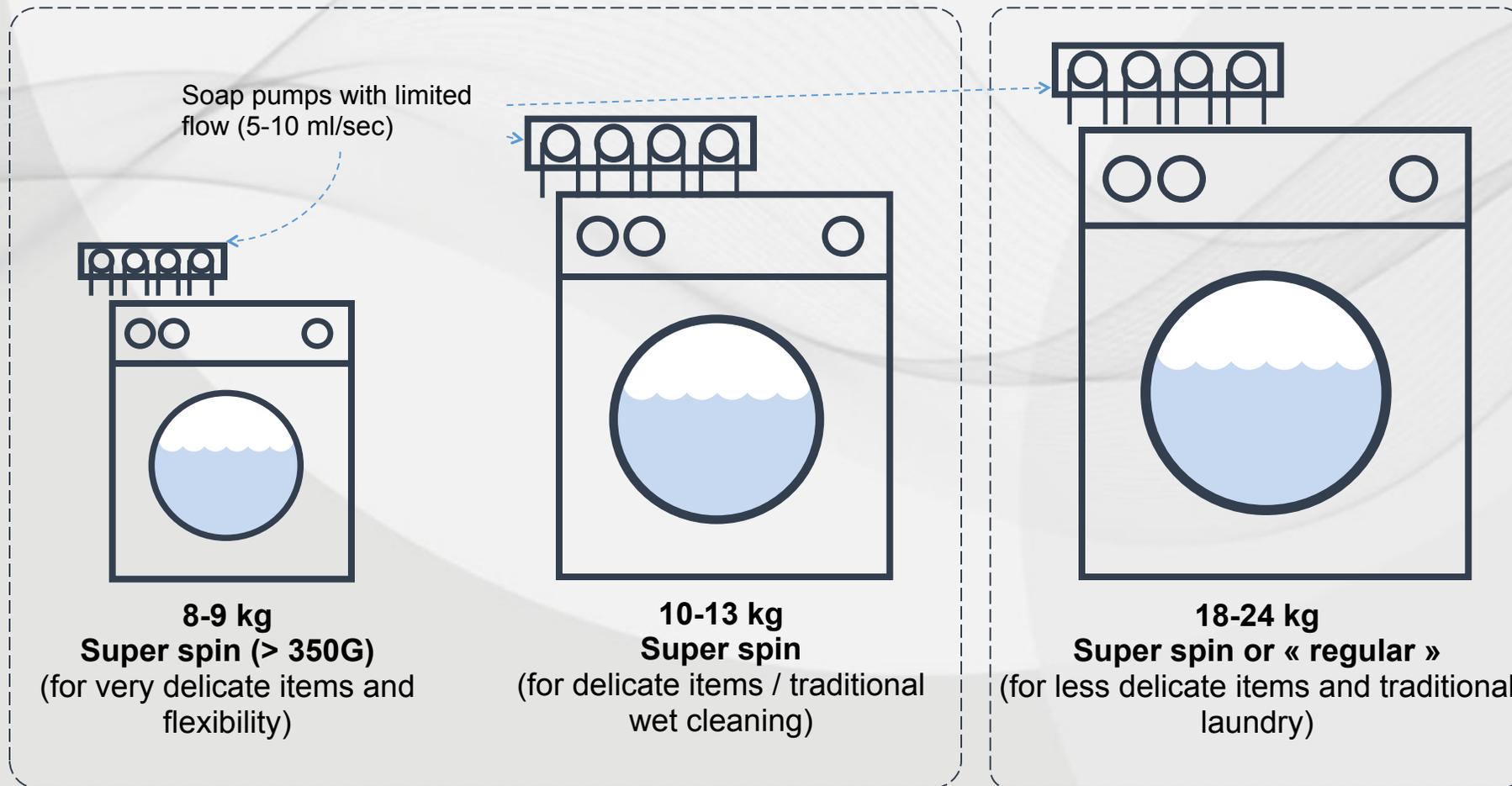


24 kg washer

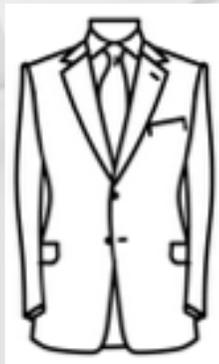
Wet cleaning with Concord Textile: Cleaning equipment

Wet cleaning of delicates

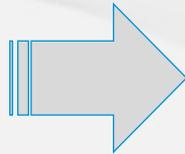
« Softwash », laundry



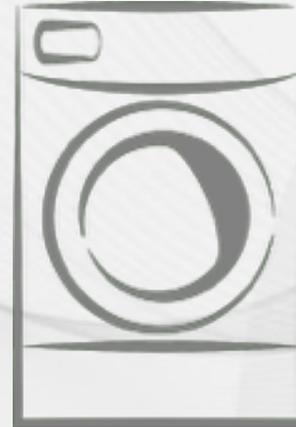
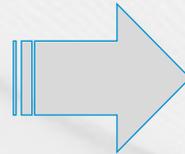
Effective cleaning, full drying



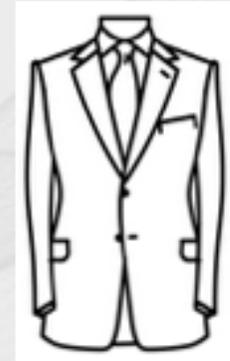
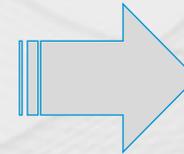
Dry in



Clean



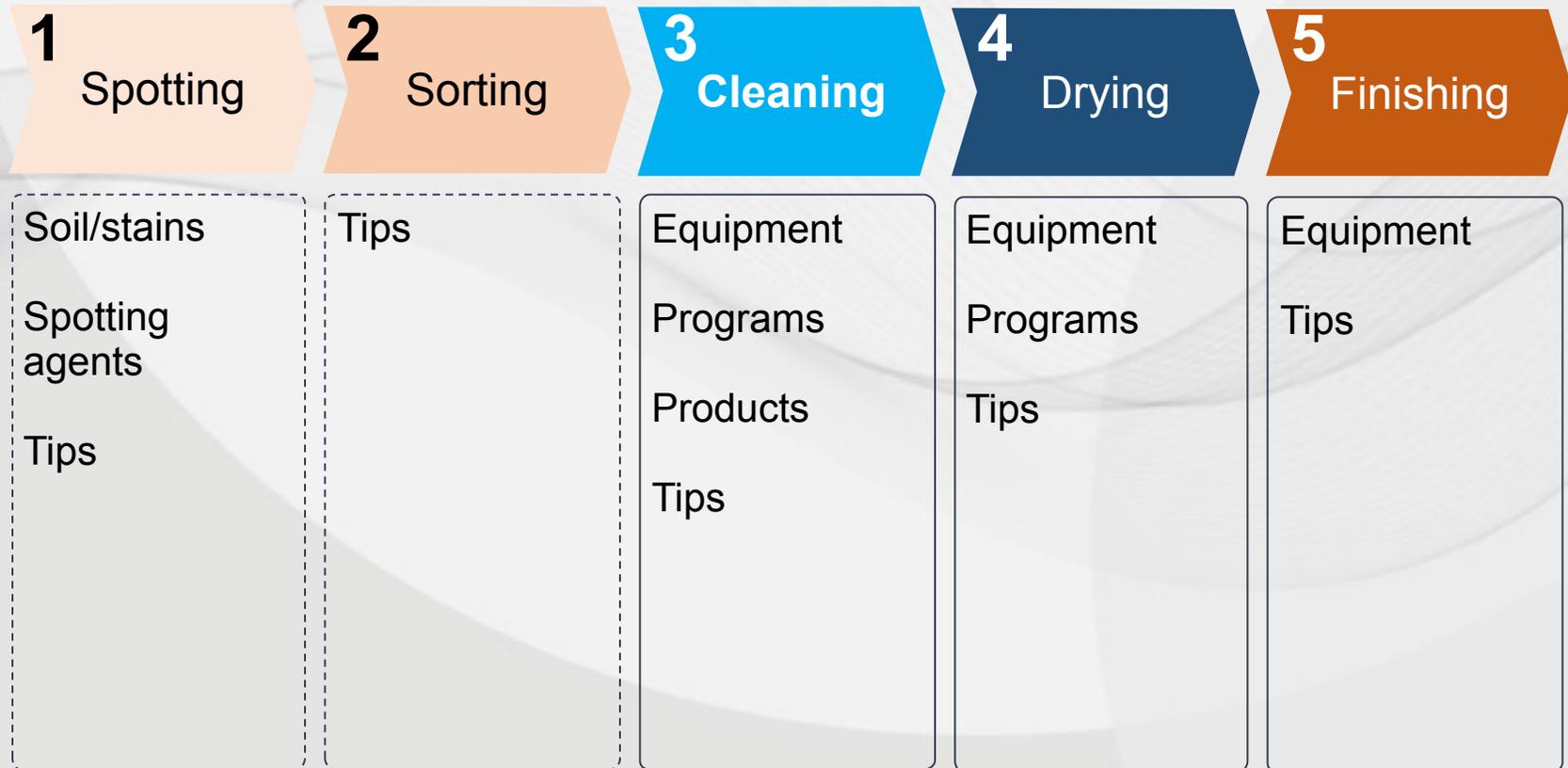
Dry



Dry out

Dry = 100% “dry on touch”

Wet cleaning with Concord Textile



SUMMARY

An unrivalled and comprehensive range of cleaning instructions



SORTING THE GARMENTS							
As with any other cleaning systems, garments should be sorted before the cleaning process begins. Separate red garments from all others.		Divide the garments by the fabric type. Divide all the types into different colours – as shown on the right.		100% WOOL	SILK	BLENDS & OTHER	
				LIGHT, DARK AND RED	BLACKS, LIGHTS PURE WHITE AND REDS	LIGHT, DARK AND RED	
WET CLEANING THE GARMENTS							
FABRIC	PREPARATION	PRE-SPOTTING	WASH PROGRAMMES	EXTRACTION	POST-SPOTTING*	DRY PROGRAMME	FINISHING
100% wool or mix wool and polyester			WOOL REGULAR (approx. 23 min.)	AUTOMATIC in the programme at 350G-380G force		AUTOMATIC DELICATE (approx. 30 min.)	Finish as with other cleaning methods. Tensioning is almost eliminated
100% delicate wool (Mohair) or jackets with very delicate lining	Water-based stains need no pre-spotting		WOOL DELICATE (approx. 22 min.)	AUTOMATIC in the programme at 300G force		AUTOMATIC DELICATE (approx. 35 min.)	Finish as with other cleaning methods
Silk Viscose Acetate or jacket with Silk >20%	Water based stains need no pre-spotting. Never mix red items with other colours. Place ties and items of a sensitive nature or with decorative beads, etc, in cleaning bags	If oil-based stain is known, use LanaCare on both sides of fabric stain. Treat stain as is done normally	SILK REGULAR (approx. 23 min.)	AUTOMATIC in the programme at 60 max G force	If oil stain remains after wash, spot with Waxex on both sides of fabric stain and place in the washer again. Run 5 min. Rinse programme	AUTOMATIC DELICATE (approx. 35 min.)	Finish as with other cleaning methods
Very sensitive silk and ties			SILK DELICATE (approx. 20 min.)	NO EXTRACTION After the programme put it in a terry towel to remove water		NO DRYER Put between 2 terry towels and tap on it	Finish as with other cleaning methods. Iron it on the backside
Blends and man made fabrics	Water based stains need no pre-spotting		ALL-IN-ONE	AUTOMATIC in the programme at 250G force		AUTO NORMAL (approx. 30 min.)	Finish as with other cleaning methods
RINSE PROGRAMME	A 5 minutes rinse with Conditioner. It is used for post-spotting and is a real benefit for the operator. If a grease spot is discovered after a cleaning programme, apply Concord Waxex and run this programme. This is a big time saver because there is no need to run a complete programme after post-spotting.						

Sorting and wet cleaning instructions for SoftWash® are no more complicated than for standard dry cleaning.

SPOTTING

Required materials

- Pre-spotting table in stainless steel with two areas :
 - ✓ Operation area
 - ✓ Aspiration area
- Water gun (for rinsing the chemicals)
- Air gun (for drying the fibres)
- Steam gun (for heating the chemicals)
- 3 silk brushes with short bristles (in different colours : blue - yellow- green)
- A spatula with rounded borders



Spotting with Concord Textile: High performance spotting agents

LanaCare Pre

(FR) Prétraitement pour usage professionnel
(EN) Prebrushing agent for professional use

Manchas en cuellos, puños, manchas de grasa leves
Soiling of collar, cuff, light grease stains

(ES) Limpieza al rasar según conviene a la protección del medio ambiente. (EN) Please dispose empty container in environmentally friendly manner.

concord textile
www.concordtextile.com

UNI

(ES) Quitamanchas para uso profesional
(EN) Spotting agent for professional use

Desodorante - Transpiración - Corrección de despigmentación
Deodorant - Perspiration - Correction of color bleeding

(ES) Limpieza al rasar según conviene a la protección del medio ambiente. (EN) Please dispose empty container in environmentally friendly manner.

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ProtEX

(ES) Quitamanchas para uso profesional: manchas a base de proteínas
(EN) Spotting agent for professional use: protein stains

Sangre	Blood
Huevo	Egg
Leche	Milk
Vómito	Vomit
Orina	Urine

(ES) Limpieza al rasar según conviene a la protección del medio ambiente. (EN) Please dispose empty container in environmentally friendly manner.

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TanEX

(FR) Quitamanchas para uso profesional: manchas de tanino
(EN) Spotting agent for professional use: tannin stains

Fruta	Fruits
Café	Coffee
Té	Tea
Vino tinto	Red wine
Hierba	Grass

(ES) Limpieza al rasar según conviene a la protección del medio ambiente. (EN) Please dispose empty container in environmentally friendly manner.

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WaxEX

(EN) Spotting agent for professional use: Grease stains (ES) Quitamanchas para uso profesional: manchas de grasa

Ceras	Wax
Betunes	Shoe polish
Acetres	Oil
Grasas	Grease
Maquillajes	Makeup

(ES) Aplíquelo en una superficie seca (EN) Apply on dry surface

(ES) Limpieza al rasar según conviene a la protección del medio ambiente. (EN) Please dispose empty container in environmentally friendly manner.

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InkEX

(ES) Quitamanchas para uso profesional: manchas de tinta
(EN) Spotting agent for professional use: ink stains

Tintas	Ink
Pegamentos	Glue
Barnices	Nail polish
Pinturas	Paint
Alquitrán	Tar

(ES) Limpieza al rasar según conviene a la protección del medio ambiente. (EN) Please dispose empty container in environmentally friendly manner.

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Delicate universal pre-brush agent for fresh water-soluble stains (soil, fresh tannin and protein stains)

Special spotting agent for perspiration stains and colour correction.

Powerful Stain Remover blood stains, egg, milk, urine, vomit and similar spots

Powerful stain remover for coffee stains, fruit, wine, grass, ketchup, tea, flowers and similar spots

Powerful spotting agent for regular and difficult grease stains: candle wax, motor oil, cosmetics, ...

Spotting agent for synthetic stains (ink, glue, nail polish, synthetic paint, ...)

Pre brushing and spotting

- **The pre-brushing.** The visual inspection focuses on intense soiling, especially on the neck, around the pockets, in the folds of the sleeves, in the armpits and on the trouser legs. Have a particular regard to grease. Apply pre-boss repellent sparingly on soiled areas and let soak in for a few minutes before loading the machine.
- **Spotting:** Place the stained garment NOT on the perforated suction area of spotting table. After determining the type of stain, apply undiluted product corresponding to the stained area using a soft brush. Leave for 15 to 30 seconds. For stubborn stains, leave the product for 5 minutes. The stain can be blown using a little steam (except for animal origin stains like blood for example) and simultaneously aspirated. Point the gun's steam from the edge of the treated area to the centre. You can also dry in the air whilst directing the gun from the outside to the inside. If there is reason to believe that the treatment of a spot is at risk due to the physical characteristics of the fabric, it is necessary to perform a test on the seam before spotting.

Pre-spotting with Concord Textile: Spotting tips

- The great majority of stains should be removable with either LanaCare Pre and/or WaxEx.
- For better results apply the spotting agent on both sides of the garment and leave for approx. 2 to 5 minutes prior to cleaning. Make sure that the treated stains are not dried out prior to washing to avoid re-cleaning (with the exception of high pH stain removers).
- First apply a mild spotting agent before using a stronger variant.
- **Never apply force**; try tapping with a brush.
- **Never apply hot steam except where indicated** and only where compatible with the fibre!
- Make sure to **avoid contamination of wet cleaning detergent** by spotting agents (such as from ammoniac or protein stain removers which have a high pH)!
- **Storage**: Remember to always close the spotting agent bottles to avoid evaporation and keep them in a cool environment.

The different stains

Animal



- Blood
- Sweat
- Urine
- Sperm
- Milk
- Eggs

Vegetable



- Grass
- Fruits
- Coffee
- Tea
- Tobacco
- Flowers
- Red wine
- Chocolate
- Cocoa
- Same inks
- Ketchup
- Curry
- Rust

Synthetic



- Oil
- Make up
- Fat
- Ink
- Paint
- Glue
- Chewing gum
- Pencil
- Candle
- Graphite oil
- Wax
- Pen

+ : reacts positively with water
- : reacts negatively with water

Spotting agents regarding kind of stain

Animal



- ProtEx
- Uni
- Ammonia

Vegetable



- TanEx
- RustEx *
- Acid acetic

Synthetic



- WaxEx
- InkEx

Pre-brushing :

- Lana Care Pre : soft pre-brushing
- Pro Spray Super : hard pre-brushing (heavy soil)

* Not available for the moment

Spotting agents

The full range of spotting agents

- LanaCare Pre
- Protex
- Uni
- Tanex
- Cirex
- Inkex



Spotting agents

<p>LanaCare Pre Pre brushing</p>	<p>Delicate universal pre-brush agent for fresh water-soluble stains (soil, fresh tannin and protein stains)</p>	
<p>PROTEX Protein</p>	<p>Powerful Stain Remover blood stains, egg, milk, urine, vomit and similar spots</p>	
<p>UNI Perspiration & colour correction</p>	<p>Special spotting agent for perspiration stains and colour correction.</p>	
<p>TANEX Tanin</p>	<p>Powerful stain remover for coffee stains, fruit, wine, grass, ketchup, tea, flowers and similar spots</p>	
<p>CIREX Grease</p>	<p>Powerful spotting agent for regular and difficult grease stains: candle wax, motor oil, cosmetics, ...</p>	
<p>INKEX Ink</p>	<p>Spotting agent for synthetic stains (ink, glue, nail polish, synthetic paint, ...)</p>	

Principal stains and spotting agents

Category	Type	Examples	Concord Textile Products	Alternative products
Solid	Grease	Skin secretion (e.g. on collars)	LanaCare Pre	
Solid	Pigments (non soluble in water or solvents)	Clay, street dust, soil	LanaCare Pre, ProSpraySuper	
Solid	Water-soluble	Fresh food stains: sugar (jam, honey), salt, milk, liqueur, beer, coca-cola	LanaCare Pre + Tanex	Steam or just wet cleaning
Stain	Protein (organic, albumin)	Blood, egg, urine, sperm	LanaCare Pre, Protein	Fresh : water Old : ammoniac, hydrogen peroxide
Stain	Vegetable tannin	Fruits, grass, flour, wine, coffee, tee, chocolate ketchup curry mustard	LanaCare Pre + Tanex	Oxygen bleach, Perborat
Stain	Grease	Oil, butter, grease	Waxex	
Stain	Ink	Ball-point pen stains	Inkex	

Special stains

Sample stain	Concord Textile Products	Alternative Products
Wax	Waxex + Steam	
Perspiration, deodorant	Uni and Waxex for skin grease	
Iodine	Tanex	Vinegar, oxalate acid, oxalate salt
Solvent-based glue (wood glue)	Inkex	Steam (if feasible)
Water-based glue (paper glue)	Waxex	Water and soap
Chewing gum	Waxex	Steam (if feasible)
Fungus	Protex	
Perfume	Waxex + Tanex	
Hair dyes		Oxygen bleach
Rust	Rustex	Rust remover, Fluorydric acid
Oxydized blood	Ammoniac, hydrogen peroxide	

Mixed stains and corresponding spotting agents

Sample stain	Composition	Concord Textile Products
Chocolate (chocolate bar, ice cream)	Vegetable oil, vegetable tannin	Waxex + Tanex
Pasta sauce	Vegetable oil, grease, vegetable tannin	Waxex + Tanex
Ice cream	Grease + colour	Waxex + Tanex
Skin foundation	Oil + fatty acids	Waxex
Cosmetics (lipstick, mascara), motor oil	Grease, colour	Waxex
Motor oil	Heavy grease + colour	Waxex

SORTING

Sorting with Concord Textile

Sorting is done mainly based on fibre and colour:



WOOL

SILK

ALL IN ONE

WOOL

- Sort according to weight
- Do not mix extreme colours (e.g. red and white)

SILK

Sort according to colour (light vs. dark); if in doubt test colours before cleaning

ALL-IN-ONE

If in doubt do not mix extreme colours (e.g. red and white)

Tips for sorting

- **WOOL:** put here all garments made with 100%, jacket, trouser, coat, pull over scarf, wool blanket. Then separate the white, the blue and the red. Test the color of the red and the blue. If the color move put acid acetic on the detergent box and a white terry towel in the drum (see color bleeding part). You can also put items with mix of Wool and polyester but don't put items with Silk or Viscose. Here I speak about the fabric not the lining of the jacket.
- **SILK:** in this trolley put all items in Silk, Raw silk, Viscose, Acétate, Rayon, Fabric with metallic fiber, garment with beads, velvet, tie. Actually here you will have a lot of women dress/garment which are very thin. Then separate the white, the blue and the red. Test the color of the red and the blue. If the color move put acid acetic on the detergent box and a white terry towel in the drum (see color bleeding part). You have also to put items with mix of Wool and Silk >30%. Here I speak about the fabric not the lining of the jacket.
- **ALL IN ONE:** put all other items which are not very sensitive. Cotton, non delicate linen, synthetic fibres, other delicate fibres which are typically laundered. Item with this logo  meaning that you have to clean it with low temperature and delicate mechanical action. Put here cotton trousers and black or blue jeans. You will preserve the color longer.

CLEANING AND DRYING

Detergent and conditioner

Wet cleaning of delicate items

1



Detergent to clean and protect fibres. Dosage : 15 to 17 ml/kg

2



Conditioner that is activated with steam. Dosage : 10 to 11 ml/kg

3



Combination product. Dosage: 9 to 10 ml/kg

Concord detergent

- **What is the job of detergent n°1 & n°2:**

Whereas competitor products are typically designed as an extension or derivation of laundry products the Concord Textile products have been designed specifically to handle delicate fibers. The objective of the Concord Textile products is, before all, to protect the fibers.

No 1: Remove impurities from fibers and coat the fibers.

No 2: The conditioner has two functions: prepare the garments for finishing and help with the removal of water during the extraction.

- **Why we can completely dry the garment and protect the garment better than other product?**

The coating enables moisture to be more easily extracted from the fiber cavities.

- **Why creases after drying process are very low.**

Fibers are relaxed through the conditioner.

Concord detergent

Before



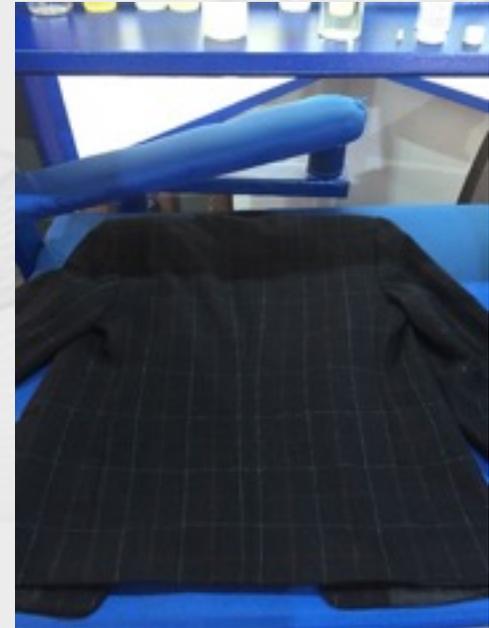
Before



After



After



Concord detergent

Before



After



Cleaning programs

FX LINE



SoftWash® programmes

	WOOL REGULAR	WOOL DELICATE	SILK REGULAR	SILK DELICATE	ALL IN ONE REGULAR	ALL IN ONE DELICATE
Full load	21	22	23	24	25	26
½ load	51	52	53	54	55	56
Fibres	Regular wool items (except delicate wool)	Delicate wool (e.g. mohair), delicate linings	Silk, raw silk, satin silk, velvet, viscose, metal fibres, beads, delicate linen, other delicate fibres	Silk ties and other very delicate items; items that cannot have any spin action	Cotton, non delicate linen, synthetic fibres, other delicate fibres which are typically laundered. Item with this logo	
Items	Suits, coats, sweaters, pull over, scarves, wool blankets		Delicate wedding gowns, curtains, ties	Very delicate ties	Raincoat, synthetic fibre jacket / pants...	Linen jackets, velvet jackets...
Load(*)	40-50% with full load		25% with full load		50-60% with full load	
Final Spin	Very High	High	Low	No Spin	Modest +	Modest -
Drying	✓		✓ (light items)	✗(no) (only low spin if needed)	✓	
Products	LanaCare Sensitive (Nr.1) and LanaCare Conditioner (Nr.2)				All in One (Nr.3)	

RINSE DRUM	SANITATION
27	28
<p>Don't forget...</p> <p>... to rinse between laundry and wet cleaning cycle.</p>	<p>Don't forget...</p> <p>... to sanitise the washing machine every two weeks</p>
SPIN Modest	SPIN Low
29	30
<p>Modest Spin (after regular silk if needed)</p>	<p>Low Spin (after delicate silk if needed)</p>
RINSE Modest	RINSE Low
31	32
Water rinse Modest Spin	Water rinse Low Spin

(*) The filling ratio depends of the weight and volume; reduce the fill rate for highly sensitive parts such as certain dresses or silk scarves to ensure a good coating. Make sure you do not overload the washing machine! **Excessive loads prevent balanced coating which could be harmful to the fibre during drying.**



SoftWash® Additional Programs

33

Spin high (same as Wool Regular)
For Wool items that you have cleaned with lower extraction

34

Spin Medium (150G)
After a silk program if you need more extraction. You can use it for Viscose items

35

Rinse Conditioner (Rinse with Conditioner and Modest Spin)
After post spotting instead of cleaning it again

36

ALL IN ONE REGULAR + (AIO Regular with more action ON)
It is for large items which need more mechanical action

37

Wedding Gowns (same as Silk with more action ON)
This is for large dresses which are not raw silk made

Tips: which cleaning program to use

- **WOOL REGULAR:** Better to use Wool Regular because we need high extraction in order to remove the maximum of water and be able to completely dry the garment without contraction of the fiber. You will normally use a lot the Wool cycle. Load the machine at 40% max 50% in order to have good result during the drying process.
- **WOOL DELICATE:** For Mohair fabric or very delicate lining of jacket preferable to use Wool Delicate.
- **SILK REGULAR:** this program is more delicate than Wool. You have only a low extraction of 60G. Use this program for all the Silk trolley except for silk ties. Put inside out garment which have a risk of color bleeding (see part of color bleeding) and garment with beads. Load the drum at 25% max.
- **SILK DELICATE:** this program is made for silk ties mainly. You don't have any extraction at the end (see chapter of silk ties). If you have another silk item to clean you can put it with the ties and then select program with low extraction.
- **ALL IN ONE REGULAR:** this program is for synthetic fiber, cotton etc...
- **ALL IN ONE DELICATE:** this program is for linen or velvet non delicate mainly. The extraction is a little bit lower than the regular one.

Drying programs

Wet Cleaning DRYING	WOOL	SILK	ALL IN ONE	DRYING 10% Delicate items	NO HEATING	MANUAL
	P1	P2	P3	P4	P5	P0
	100% Dry	100% Dry	100% Dry	10% Humidity	10 min	Manual time
	43°C – 40°C	40°C – 36°C	44°C – 41°C	38°C – 36°C	35°C	40°C
	<div style="border: 1px solid black; padding: 5px;"> <p>DRYING ON HANGER</p> <p>Boiled wool, silk crepe, clothing with metallic fibers, leather clothing, curtains, silk ties and items 100% Viscose</p> </div>			<div style="border: 1px solid black; padding: 5px;"> <p>Coverings polyurethanes, spandex, leather sections, very delicate garments</p> </div>	<div style="border: 1px solid black; padding: 5px;"> <p>Items with >60% Viscose. Very sensitive fabric (jacket with wool and silk)</p> </div>	<div style="border: 1px solid black; padding: 5px;"> <p>Drying Manual or additional low temperature</p> </div>
						

Laundry DRYING	P6	P7	P8	P9	P10
	Medium	Hot	Hot	Very Hot	Very Hot
	50°C	60°C	65°C	70°C	75°C
	40 min	30 min	40 min	30 min	30 min

Tips: which drying program to use

- **PROG 1 WOOL:** use P1 for all garment that have been cleaned with Wool cleaning program only. The drying time is around 35 min depending of the load and the fabric. The garment will be completely dry at the end. **When the garment are completely dry you can add 3 to 5 min without temperature with reversing in order to reduce the creases.**
- **PROG 2 SILK:** use P2 after a Silk cleaning program with Silk item that are not very delicate. The drying time is around 25 min depending of the load and the fabric.
- **PROG 3 ALL IN ONE:** use P3 after a All In One cleaning program. The garment will be completely dry at the end. Do not dry item with Elastane, better to use prog 4.
- **PROG 4 DELICATE Items:** use P4 after a Silk cleaning program for delicate item containing Viscose or Rayon. Use also this prog for items with polyurethane covering, leather section or items containing Elastane then hang it to finish the drying process.
- **PROG 5 VERY DELICATE:** use P5 for very delicate items like jacket with > 40% of Silk mix with Wool or Linen or items > 60% Viscose then hang to dry.
- **PROG 0 MANUAL:** use P0 for additional drying time if the garment is not enough dry and you think that you can dry more. Set 40°C max and between 5 to 10 min.

Example of a coat (with wool and viscose)

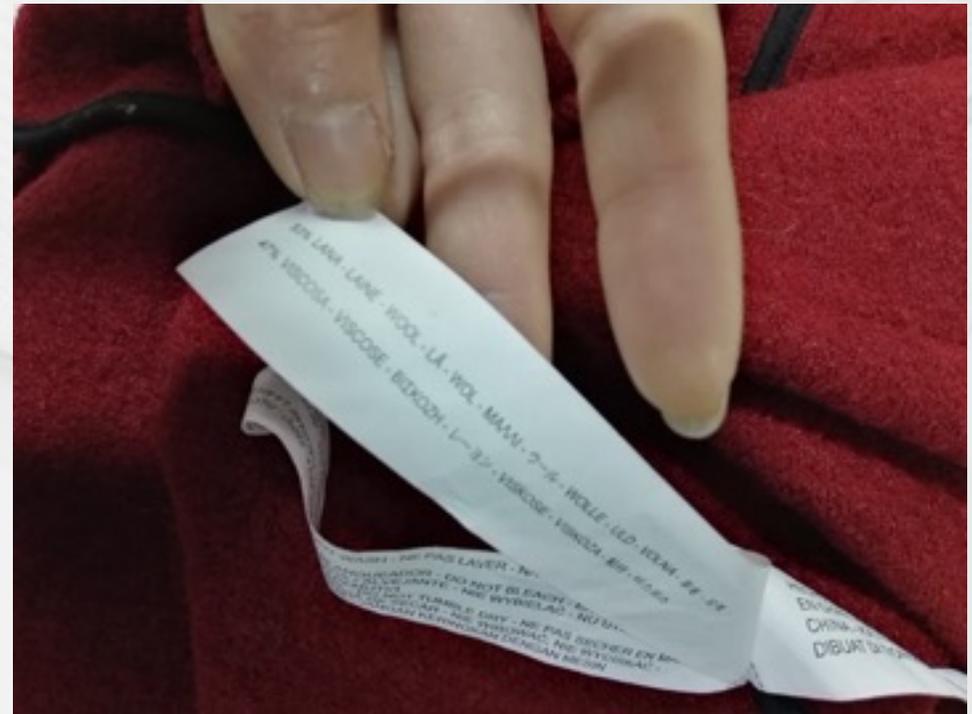
It is a red coat

- So be careful of the color bleeding.

Then there is a mix of Wool and Viscose

- So clean it with Silk program
- And dry it with P4 then hang it

Tips: When the coat is completely dry iron it with a lot of steam and stretch it in order to reshape it because the fiber will be tighten (like when you wash a jean).



General Tips

- **Use soft water.** It is preferably to connect a water softener (for perfectly soft water for wash and rinse cycles).
- **Do not overload** the washer ! Excessive loads prevent a balanced coating of the garments which may lead to shrinkage during the drying process.
- **Beware of colour-bleeding;** if in doubt test for colour loss (with a white cloth).
- If the wet cleaning washer is used for laundry purposes as well, it is preferable to use a low pH laundry soap (i.e. pH<10.5), rinse washer before a wet cleaning cycle to remove any laundry residues and to avoid contamination of wet cleaning cycle.
- Wet cleaning washer should be sanitised periodically at ~ 80 °C with a low pH laundry soap containing **oxygen bleach**.
- Due to the varying viscosity of products according to the temperature and limited usage span of the pump injection tubes we strongly recommend measuring regularly the quantity of product at the pump, and to regularly replace the injection tubes.
- If detergent powder is used (unrecommended as it can leave a residue) make sure to **put it directly into the drum**, on top of the garment.

Drying tips

- **Sorting.** When drying garments we recommend differentiating by weight and type of fibre. A light blouse should not be dried with a heavy coat for example.
- **Dark-coloured silk.** For better results on dark-coloured silk items we recommend turning them inside-out as their colour may lose brilliance in the drying process.
- **Silk ties.** For better results, a tie net should be used for cleaning and drying ties. You may chose to only partially dry highly structured silk ties (with several different threads) in a dryer to avoid excessive friction and then hang-to-dry to complete the drying process. Putting the dry silk ties into the dryer a second time or after they have been hanged-to-dry will relax the fibres and smoothen the tie's appearance.
- **Rain coats.** Coated rain coats (Burberry type) should not be fully dried.

For the dry-to-dry system to work properly it is important that all technical parameters are being followed (amount of products injected, temperature, mechanical action, load factor, drying temperature etc.). If you encounter problems make sure to first check every relevant parameter!

FINISHING

Finishing with Concord

- **The wet cleaning process will not be complete without proper finishing !**
- Garments cleaned with the Concord Textile wet cleaning system are pre-conditioned for finishing. Fibres are relaxed when steam is applied (>70°C) and come back to their original shape.
- After a Softwash program the fiber has a tendency to tighten like when you wash a shirt in cotton. It's the reason why we add the conditioner in order to relax the fiber when you apply steam. Then you need also to stretch the fabric when you iron (like with dry-cleaning) in order to reshape the garment. Do not mix up relaxing, dimensional changes with shrinkage. You can have some small dimensional changes that you reshape easily when you iron the garment.
- While finishing with Concord Textile should be as easy as in traditional dry cleaning it is recommended to use finishing equipment (form finisher, topper) in order to increase productivity.



SPECIAL ITEMS

Special items: Leather, suede, fur

- **Leather** : Most leather items can typically be wet-cleaned which may however require special products, equipment and expertise. If you are unsure we do not recommend cleaning the leather item or fully drying it in a tumble dryer. It may be beneficial for certain leather items, once dry, to use the dryer at a low temperature for a few minutes to soften up the skin. Before finishing apply a natural leather grease. Avoid direct contact with hot iron, do not use steam.
- **Suede** : Special care is to be given to suede items that may have unstable colour dyes (and may bleed in water). Suede leather pieces stitched to garments should preferably be removed prior to cleaning to avoid colour-bleeding or pigment-stabilised prior to cleaning. If in doubt whether or not the suede will bleed do a rubbing test with a white cotton cloth and warm water or detergent.
- **Fur**: Garments with fur pieces (e.g. coat with fur collar) can typically be wet-cleaned and should only be partially dried in a tumble drier. Once dry, they can be put into the dryer to soften up the fur's skin. We recommend cleaning furs in a net. Fur coats or other full fur garments can generally be wet-cleaned if handled with special care.

If you are unsure about the cleaning of leather or fur items (for which there are many variations of skin and tannins) we strongly recommend that you seek professional advise

Special items: Protein fibres

- **Pleated silk or wool:** pleated silk items typically lose their pleats when cleaned in water and require excessive finishing. They should be pre-treated with stabilizers to protect the sizing from dissolving in the cleaning cycle.
- **Satin silk, raw silk:** Extremely sensitive items such as satin silk (which is very tightly woven silk but highly sensitive) or raw silk items may be cleaned in the Silk cycle provided that they are fully immersed in the cleaning water and that they do not rub against other items. It may also be preferable to not use any extraction (which may cause marks on the garments). Items should hung-to-dry. Large items such as satin silk wedding dresses should be cleaned using a special program. For better results a tie net should be used for silk ties (but not for drying).
- **Ties:** Clean (but not dry) delicate ties in a tie bag. You may use a safety spin to maintain form of tie. Certain silk ties cannot have high spin or motor action; clean using a Silk Delicate program and hang to dry.
- **Downs:** Natural down jackets can be wet cleaned and fully dried. If you chose to hang-to-dry we recommend part-drying the garment to avoid any watermarks from excess water content in the downs.

Special items: Plant-, cellulose fibres

- **Linens** : Although most linen items can be laundered, we recommend wet-cleaning linen garments to preserve texture and color. This is especially valid for raw or natural linen. Linen should preferably be cleaned in the silk cycle (lower agitation). **Attention:** high extraction may cause linen fibres to break.
- **Cotton:** Cotton items should not be extracted at high rpm to avoid marks being created. Use low or medium extraction. Note that often cotton items show some dimensional changes when cleaned, in water or solvent, due to the tension applied in the manufacturing process. Proper finishing using finishing equipment will restore the items.
- **Acetate lining:** Certain jackets may have very sensitive acetate lining; in these cases use lower extraction to avoid creases.
- **Elastane lining:** Linings that contain elastane or other rubber elements should be extracted at low rpm to reduce risk of wrinkles. **Preferably they should not be fully dried.**

Special items: Special coatings and dyes

- **Water-repellent coated garments:** Garments coated with water-repellents should be cleaned in the Silk cycle (which has low extraction) and hung-to-dry to avoid mechanical action that could damage the coating.
- **Water-soluble dyes / Indian saris:** Garments with water-soluble dyes such as typically used on Indian Saris are at risk of colour bleeding and should be tested for prior to cleaning. In case of light colour bleeding you may opt for pre-treatment with a pigment stabilizer. Alternatively consider re-dyeing.

Special items: Special coatings and dyes

- **Metal buttons:** Garments that have a lot of metal zips, buttons etc. should preferably be turned inside out or cleaned in laundry nets to prevent them from damaging other garments.
- **Crystal beads:** Items with crystal beads and other decorative items should be turned inside out during cleaning and drying.
- **Metallic fibres:** Use low motor action and low spin for garments with metallic fibres, even if the percentage of metallic fibres contained is very low. Don't dry it in the dryer. Hang to dry.

Special items: Special coatings and dyes

Curtains: Curtains often have an increased risk of dimensional change (even in solvent-based cleaning) due to high tension applied in their production. Less sensitive curtains may be cleaned in Concord in the Silk program, preferably with no or little extraction. We also recommend the use of special curtain tensioning equipment. If in doubt avoid extensive drying in the dryer. If the fibres retract apply lots of steam and tension.

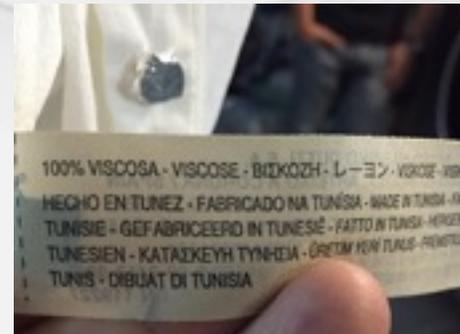
Special fibres

Special fibres require to be handled with special care

- Polypropylene : special attention to this fibre, because it contains a softening agent which has a tendency to disappear with time and cleaning (2 or 3 years). This will create noticeable shrinkages
- Moiré textiles in natural fibre (silk) and viscose, are not suitable to be pre-spotted with water
- On textiles with metal fibres incorporated, do not apply acid chemicals or antirust, and avoid mechanical action.
- Attention to waxed garments (fishing or hunting garments): partial or complete removal of wax by products containing solvents (acetone, amyl acetate etc.).

Items made of 100% viscose or acetate

- We recommend not to fully dry items made of 100% viscose or acetate.
- Clean it with silk program then hang it. It will be dry quickly as it is very light material.
- If you have a jacket made of 100% viscose it is better to hang it.



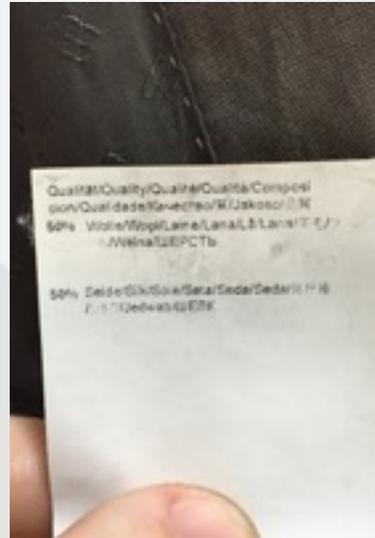
Items with elastane

- We recommend not to fully dry items made with elastane.
- Select program with 10% of humidity. Then hang it.
- Or keep going with a P5 (35°C) then hang it.



Jacket with mix of Wool and Silk

- Clean it with silk program then prog P5 (35°C during 10 min).
- Then hang it during a couple of hours and dry it again with P5.
- Take care of the silk and don't heat too much in order to preserve it.



Perspiration under the arms

- Particularly on shirt we have quite often this problem: how to remove the perspiration and deodorant stain that are on shirts since a long of time. Here is a good example !

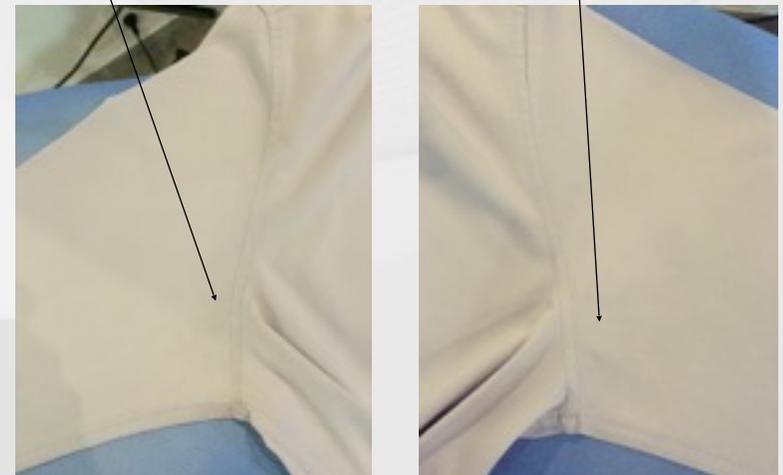


- In order to remove this you have to put on the stain first Waxex to remove the grease part. Then I suggest you to prepare a mixture of a very interesting product. Mix citric acid (1 volume) with phosphoric acid (2 volume) and water (10 volume). Then apply this mixture on the stain and brush it. Apply on both side for better efficiency and leave it during 5 to 10 min then wash it normally.

Before



After



HOW TO USE SPOTTING AGENT

How to use Lana Care

- Lana Care is a pre brushing product. You can use it on collar, around the pockets, in the folds of the sleeves, in the armpits and on the trouser legs.
- In order to economize the product you can dilute it with water. 1/3 of product and 2/3 of very soft water (0°th) in a spray bottle.
- Spray it in dirty area where you have soil. If you have makeup on collar you can add a little of Waxex.
- Then I advise you to have a box with soft water inside. Put your brush in the bowl in order to take water and brush the dirty part. You need to have some foam in the garment.
- Then leave it 5 min and put it into washer.
- If you have oil/grease stain don't apply first Lana Care but preferably WAXEX.
- Don't use it for perspiration. It's better to put UNI
- You can also use it for laundry like for example shirt.
- You can use it for large light soil (dust...)



Example of Lana Care result

Before



After



Before



After



Example of Lana Care result



Butter stain



Butter stain



We dried it



After drying



Lana Care on it



Stain disappears

Example of Lana Care result

Before



After



How to use PROTEX

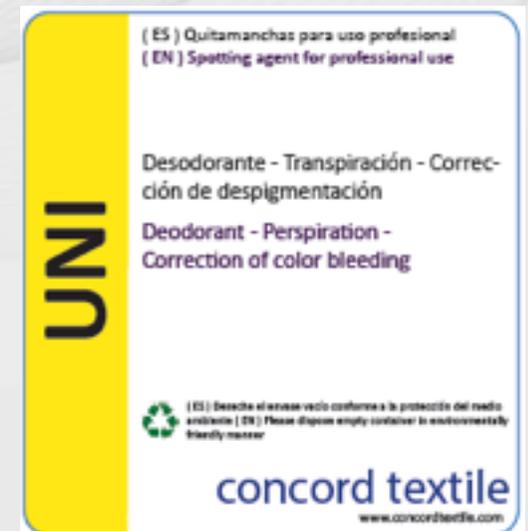
- It's a very good product to remove blood stains, egg, milk, urine, vomit and similar spots
- Apply directly the product on the stain
- Work out the stain with the spatula then tap with a silk brush in order to be sure that the product penetrate into the fiber
- DO NOT USE STEAM OR HOT WARM WATER ON IT

- NB: with old stain you can also use ammonia with cold water or hydrogen peroxide



How to use UNI

- It's a very good product to remove deodorant and perspiration but also for correction of color bleeding.
 - **For perspiration** apply directly the product on the stain. Don't put water on it. When you apply it on the spotting table be sure not to be on the suction area otherwise the product will cross the fiber and leave.
 - Work out the stain with the spatula then tap with a silk brush in order to be sure that the product penetrate into the fiber.
 - Do the same thing backward (the reverse side).
 - Leave it 5 min and put it into the washer.
-
- For color bleeding apply directly the product after the cleaning process. Work out the stain with the spatula then tap with a silk brush in order to be sure that the product penetrate into the fiber.
 - Put the garment into the washer alone and start again the same program.



How to use TANEX

- It's a very good product to remove tannin stains
- Pre heat a little the fiber with steam
- Apply Tanex on the stain
- Work out the stain with the spatula then tap with a silk brush in order to be sure that the product penetrate into the fiber
- If needed apply steam (but not too much) in order to accelerate the process



TanEx

(FR) Quitamanchas para uso profesional:
manchas de tanino (EN) Spotting agent for
professional use: tannin stains

Fruta	Fruits
Café	Coffee
Té	Tea
Vino tinto	Red wine
Hierba	Grass

 (ES) Descarte el envase vacío conforme a la protección del medio
ambiente (EN) Please dispose empty container in environmental
friendly manner

concord textile
www.concordtextile.com

Example of TANEX



Coffee stain



Coffee stain



After drying



Put on Tanex



Stain disappears

How to use WAXEX

- It's a very good product to remove oil, grease, wax, butter, motor oil, vegetable oil but also chewing gum.
 - Apply directly the product on the stain. Don't put water on it. When you apply it on the spotting table be sure not to be on the suction area otherwise the product will cross the fiber and leave.
 - Work out the stain with the spatula then tap with a silk brush in order to be sure that the product penetrate into the fiber.
 - Do the same thing backward (the reverse side).
 - Leave it 5 min and put it into the washer.
-
- If the stain don't leave there are 2 reasons normally. First, it is not a grease/oil stain. Second, you put not enough product or not in the both side. In fact the product didn't penetrate enough in the fiber so the stain remain.



How to use INKEX

- It's a very good spotting agent for synthetic stains (ink, glue, nail polish, synthetic paint, ...).
- Apply directly the product on the stain. Don't put water on it. When you apply it on the spotting table be sure not to be on the suction area otherwise the product will cross the fiber and leave.
- Work out the stain with the spatula then tap with a silk brush in order to be sure that the product penetrate into the fiber.
- Leave it 5 min and put it into the washer.
- NB: sometimes the stain doesn't disappear immediately. Take your time and keep working on the stain with the brush/spatula and add more product.



How to use Hydrosulphite

Whitening agent

Use in case of a discoloration garment.
It allows to recover situations of colour transfers in 80% of the cases.
Dosage : 5 to 10 gr per litre of water.
Packaging: 1kg jar

How to use it:

Use a bowl of 15 l (to leave space for the garment to be comfortable) and let the garment soak with hot water $>40^{\circ}\text{C}$ and one glass of hydrosulfite.

Leave it a few minutes and check the reaction. If it is only the spot of colour transfer that comes away, leave it **soaking for longer*****. In case you notice that the colour of the garment seems not to be stable, *****remove** the garment immediately and soak it with warm water.



How to use Sodium Perborat

A little-known Oxygenated bleach agent***

How to use it:

Test before. Wet, put some powder on the **area*****, leave, spray, rinse and dry.

In case of spots of **tannin***** on white garments:

Place some perborate powder over the stain, add steam to increase temperature, work out the stain with a spatula, leave it.

Rinse out and check.

Repeat the operation if necessary.

Warning:

Perborat removes all the natural colour. **Do not use on wool.**

If **paint is found***** on acetate then use perborat in a basin of hot water for 1 day.

COLOR BLEEDING

How to avoid color bleeding

- First make a test when you have a doubt. Put water or water + detergent n°1 on the fabric with a white cotton and check if the color move.
 - If yes better to clean separately the garment or with similar color or with black color.
 - Then put some acetic acid or citric acid in the detergent box during the 1st step of the program when the water come in the washer.
 - Add with the garment a white terry towel in the drum.
 - Put the garment inside out.
-
- On the picture we cleaned these 2 shirts with other items.
 - The towel was completely white at the beginning.
 - At the end of the cycle we can see the color bleeding in the towel. The color of the purple shirt moved but the other garment have nothing.



How to avoid color bleeding

- In this example we put in a FX105 different silk items with red color and purple. We did a Silk program.
- Before we tested the color and both items lost color (items in the right pic with the towel).
- So we added a full glass of white vinegar and the terry towel which was completely white. We added half glass of vinegar during the wash bath and half during the rinse.
- The water during both bath was really red.
- At the end the towel become pink/red but there is no color bleeding on the others garments



How to avoid color bleeding

- On this example the brown color move.
- We did the same: acetic acid + terry towel.
- And we put the jacket inside out during the cleaning and during the drying



How to avoid color bleeding

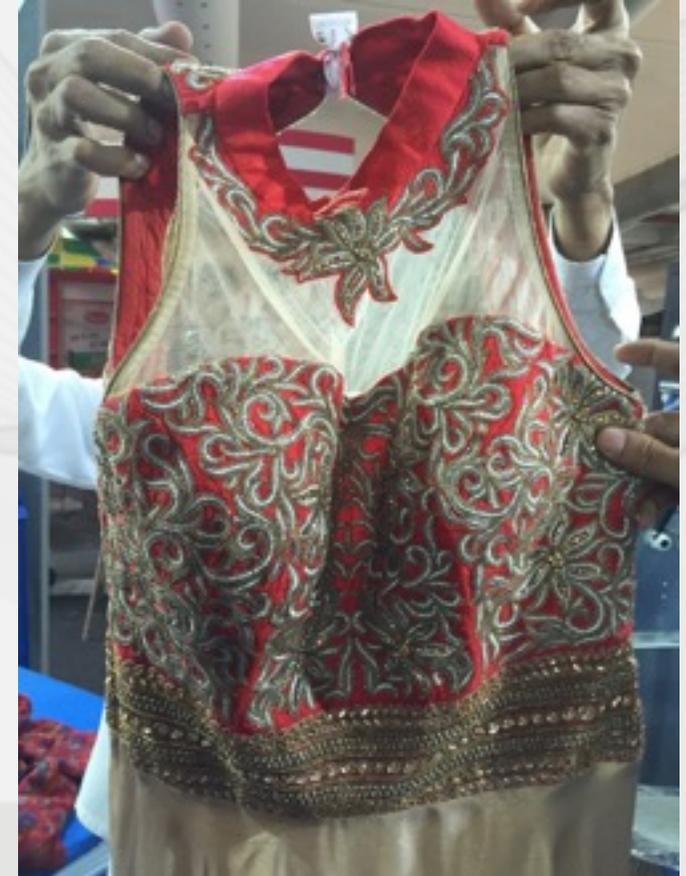
- Woman top with black and white color, beads and made in viscose



- First the customer clean it with silk program. Result: color bleeding, some black color move to the white.
- Then we remove it with Uni and start a rinse cycle with the SPS10. We add some white vinegar plus a white terry towel in the drum and this is the result.

How to avoid color bleeding

Same process



SILK TIES

How to clean ties (especially silk ties)

- Silk ties is not easy to clean so follow this method in order to have good result.
- Put the ties into the special filet (max 5). Place it into the drum and start silk delicate.
- After the cleaning remove it and place it between 2 terry towel and remove water.
- Hang it and let it dry (no dryer) then iron it.



After cleaning



After ironing



Silk ties after cleaning



SPS10

SPS10 Cleaning Program

SoftWash® programmes SPS10

	WOOL REGULAR	WOOL DELICATE	SILK REGULAR	SILK DELICATE	ALL IN ONE REGULAR	ALL IN ONE DELICATE
Full load	1	2	3	4	5	6
Fibres	Regular wool items (except delicate wool)	Delicate wool (e.g. mohair), delicate linings	Silk, raw silk, satin silk, velvet, viscose, metal fibres, beads, other delicate fibres	Silk ties and other very delicate items; items that cannot have any spin action	Cotton, linen, synthetic fibres, other delicate fibres which are typically laundered	
Items	Suits, coats, sweaters, pull over, scarves, wool blankets		Delicate wedding gowns, curtains, ties	Very delicate ties	Raincoat, synthetic fibre jacket / pants...	Linen jackets, velvet jackets
Load(*)	40-50% with full load 		25% with full load 		50-60% with full load 	
Final Spin	Very High	High	Low	No Spin	Modest +	Modest -
Drying	✓		✓ (light items)	✗(no) (only low spin if needed)	✓	
Products	LanaCare Sensitive (Nr.1) and LanaCare Conditioner (Nr.2)				All in One (Nr.3)	

(*) The filling ratio depends of the weight and volume; reduce the fill rate for highly sensitive parts such as certain dresses or silk scarves to ensure a good coating. Make sure you do not overload the washing machine! **Excessive loads prevent balanced coating which could be harmful to the fibres during drying.**

SPS10 Drying Program

Drying Stacker SPS10

WOOL	SILK	ALL IN ONE	DRYING 10% Delicate items	NO HEATING	MANUEL
P3	P2	P4	P1	P1	P2
≈ 30 min	≈ 20 min	≈ 35 min	≈ 12 min	≈ 10 min	≈ 5 to 10 min
43°C	40°C	46°C	40°C	37°C	40°C

**DRYING ON
HANGER**

Boiled wool, silk crepe, clothing with metallic fibers, leather clothing, curtains, silk ties and items 100% Viscose

Coverings polyurethanes, spandex, leather sections, very delicate garments

Items with >60% Viscose. Very sensitive fabric (jacket with wool and silk)

Drying Manual or additional low temperature if items are not dry

SPS10 Load (tips)



If you load only one items, you will have probably an unbalance problem. So in order to solve that add a terry towel and you will have the full extraction.

SUMMARY

Recommendation summary

1. You will use mainly 3 programs: Wool regular, Silk regular and All in One regular.
2. Sort the garment regarding the program above and be careful with color bleeding (test before).
3. Be careful with white, blue and red. Clean it separately.
4. If a risk of color bleeding put the item alone in the small washer put a white terry towel and vinegar.
5. If you have delicate garment put inside out in the washer and dryer.
6. Be careful with the dryer: do not put an item in the dryer if there is a color bleeding risk.
7. Do not dry items with high risk like 100% viscose, curtain, silk ties, leather part or boiled wool.
8. Items in 100% wool has to be highly extract if you want to dry it completely so put it with wool regular.
9. For grease/oil stain put Waxex in both side of the fabric to have a good result.
10. For Tannin stain you can use steam (not too much) in order to heat and accelerate the process
11. After a color bleeding apply immediately after the cleaning process Uni then wash again.
12. Don't confuse shrinkage with tighten fiber. The whole process include finishing and garment are pre conditioned so they need steam in order to be reshape properly.
13. As with dry-cleaning some fiber like Wool need to be stretch during the ironing process because the fiber are tighten but not shrink. Wool has elastic property. It is the same with the lining of a jacket.

Effective cleaning, full drying

Sample wool garments



Effective cleaning, full drying

Before



After



Effective cleaning, full drying

After cleaning & drying



Hermès before & after



Chanel wool coat

