



This garment alert relates Moncler puffer jackets – please note that it is not just one style in particular that is being referred to here but any of their puffer jackets with channels to hold in the filling.

The garment alert will be uploaded to the DIA website under *Resources/Technical Information/Garment Alerts*

Brand:	Moncler	Style name/number:	All puffer jackets
Care Label:	Hand wash Do not bleach Do not tumble dry Do not iron Do not dry-clean Do not professional wet clean Dry flat Wash separately Do not twist or wring Do not soak	Fabric Content:	100% polyamide White goose down filling

Images of care label:

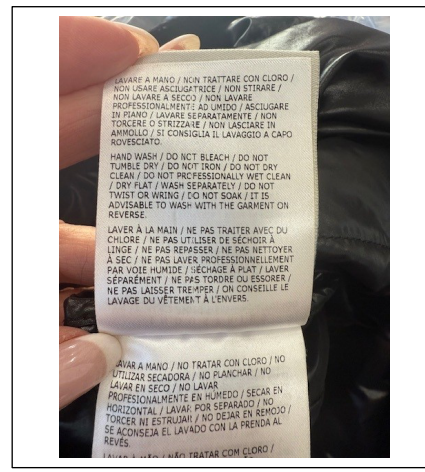




Image of jackets after being cleaned

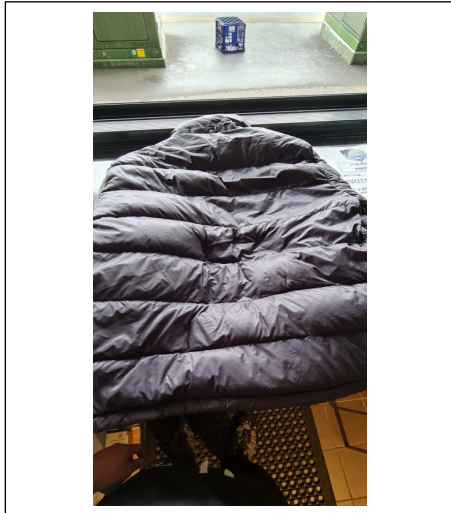


Image from 2021

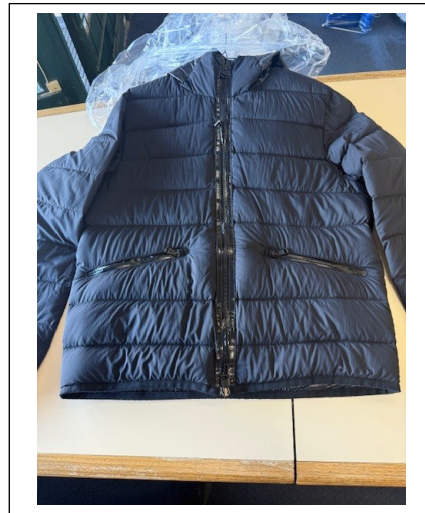


Image from 2025

Issues and what to look out for

We regularly receive calls from drycleaners seeking assistance with Moncler puffer jackets. These jackets retail for around \$3,500 brand new, so we understand the stress when issues arise after cleaning.

There are two main concerns with Moncler jackets:

1. Restrictive care labels that do not allow for reasonable cleaning (similar to the Rachel Gilbert dress issue).
2. Feathers compressing after cleaning.

1. Restrictive care labels

Moncler's care instructions often prohibit both drycleaning and wet cleaning, which severely limits what can be done when garments have more than light staining. For example, we've seen jackets with heavy makeup stains on the collar—far beyond what a simple handwash can remove.

If you receive a Moncler jacket with staining, have a clear conversation with the customer about the risks involved and obtain their signed permission before proceeding.



2. Feather compression

A common complaint after cleaning is that the puffiness of the jacket has gone. When one drycleaner raised this issue with Moncler in Sydney, a Moncler sales assistant said, *“the goose down within the panels has disappeared completely.”* In reality, the down hasn’t disappeared—there were no open seams and no down was found on the outside of the jacket or in the machine. Down and feathers do not dissolve in water or solvent, but they can shift or clump together, creating a lumpy appearance and loss of volume.

Possible Fix:

Place the jacket in a no-heat dryer with a dryer ball or tennis ball to help break up clumps for five minutes. However, this carries a risk of fabric friction and damage.

Moncler’s care label suggests drying flat or using a garment steamer to unclump feathers. Unfortunately, lying flat is not ideal for maintaining the jacket’s shape, and steaming can be time-consuming. Hanging the jacket on a drying rack and turning and shaking it regularly can help, but this is often impractical in a busy plant. If you were to dry the jacket this way then we suggest you charge for your time accordingly.

Recommendations

- Exercise caution when accepting a Moncler jacket for cleaning.
- Conduct a thorough pre-cleaning assessment and clearly communicate the risks to the customer, especially regarding the drying process.
- Obtain a signed waiver before proceeding.

If in doubt, contact the **DIA Technical Support Service** for guidance before attempting to clean these garments.

Your diligence helps protect both your business and your customers. Please share this advisory with your team.