

I am so sorry this happened.

However with thread, just like red (or very dark) garments that we buy in the store, there can be excess dye for the first washing that washes away unnoticed when laundered. But because you wet it before it was laundered, the wetness acts like kind of a wet sponge creating a thread bleed that would not have occurred under normal laundering circumstances. Here's some additional information that may be helpful (the blue and red information is taken right from our Real Thread Chart)...

The care instructions on our color chart are as follows:

"All colors of SULKY are wash, boil and light fast and can be dry-cleaned. For best results, however, we recommend the following care be taken:

WASHING:

All embroidered articles should be washed with mild laundering agents. If washed by hand, AMPLE WATER should be used to allow the goods to move freely and rinse thoroughly if necessary. SULKY can also be washed with heavy duty detergents. However, some of these detergents may contain optical brighteners that can cause discoloration. (FOR RAYON THREADS:) Therefore, you should prefer heavy duty detergents that have no additives of bleaching agents such as chlorine, peroxide, or sodium carbonate. So, you want to avoid detergents that advertise color-safe bleaches, for instance. They are often these additives listed above. It is most important to thoroughly rinse the embroidery before wringing or dry spinning. Embroidered clothing should never be left lying in a damp or wet pile. Both of the above apply in particular to embroidered items that are washed for the first time.

So anytime we hand wash or just rinse a new embroidery, there can be excess dye in the darker colors (just like dark clothing that we buy) - and so we're careful with that first wash. I have only heard of this happening very rarely when people wet (like you did) or rinse an article for the "first washing" and it is left much more wet than it would be if laundered normally. That can "leech" the excess dye. And, obviously then, "spritzing" the new thread with water can be an issue with dark threads. Generally speaking, you can pull most of the Solvy away, and then any remaining bits can be ironed away by placing a paper towel or press cloth over it and spritzing the press cloth or paper towel with water and ironing it dry.

But to address the current issue: I have found that such bleeding stains can be removed by using Shout® or Spray 'n Wash® (2 brand-name laundry stain treaters). It may take a couple of washings to remove the colored bleed, though. Someone recently told me that Shout Advanced Set in Stain Scrubber (it's a gel product) worked great, too.

If you launder normally with gallons of water for washing and rinsing, and then it's thoroughly spun dry (or thoroughly rolled and blotted in a towel, and then air dried flat, it is very unlikely to ever happen. To be sure though, I would machine wash and machine dry with very dark thread colors the first time it is laundered, if possible.

Some additional information on our Cottons:

When they first told me that our Solid Color Cottons were bleachable, I was a skeptic, so I put wads of the thread in solid bleach (no water), and let them soak for an hour or more. No color

transferred and no color faded. HOWEVER, this bleachability is NOT true of the Sulky Cotton Blendables®. Although colorfast, they cannot be bleached.

So with either thread, in the dark colors there could still be excess dye the first time it is laundered that could leech into surrounding fabric, just like a red garment that we would buy - we'd make sure we washed it with very dark clothing the first time, so nothing in the wash could turn "pink". Thread, of course, is a miniature version of that first-wash or wetness issue. Thereafter, though, you should not need to think about this again.

I hope this information is helpful to you. There are a lot of choices out there today, and I hope you will always choose and prefer Sulky products in your embroidery adventures. Feel free to write to me anytime with any questions that come up.

Kind regards,

Patti Lee
Sulky Customer Care