



Encapsil™

Down Belay Parka - Cleaning Instructions

Congratulations on the purchase of your new Encapsil Down Belay Parka.

Your parka is a very special garment that should serve you beautifully for years to come. Proper cleaning and care will help preserve and enhance its remarkable loft and water repellency. We recommend infrequent cleaning of any down product (and certainly not more than twice a year) to ensure that your garment has a long, effective life. We advise sending us your Encapsil Down Belay Parka for cleaning.

Extensive research shows that the traditional approaches to cleaning down products are not ideal for cleaning any water-repellent down. Soaps and detergents mask some of the key benefits of our Encapsil down, and they are extremely difficult to remove from the complex structure of down feathers and clusters.

We use what we believe to be a more effective and environmentally sound way to clean Encapsil down: The TERSUS® liquid carbon dioxide (CO₂) process cleans gently and thoroughly without soaps or detergents, removing oils and bacteria without the need for heat or long, energy-intensive dryer cycles. The TERSUS® cleaning process removes any impurities from the surface of the down, leaving it with improved water repellency and fully restored loft. Also, our environmental footprint calculations show that this liquid CO₂ cleaning process, which recaptures all the CO₂ for re-use, has a significantly lower impact than home cleaning (even if you ship your garment), largely because it doesn't require intensive drying to properly re-loft the down.

When it is time to clean your Encapsil Down Belay Parka, please follow these instructions for the fastest service:

1. Contact Patagonia Customer Service to obtain a mailing label (via email) to return your parka for repair and cleaning:
 - **Call:** United States (800) 638-6464; Japan: (81) 467-23-8961; Europe: (33) 4-50-88-44-44
 - **Live Chat:** [patagonia.com/custserv](https://www.patagonia.com/custserv)
 - **Email:** customer_service@patagonia.com
2. Once you've received your label by email, please print and affix it, and take your package to the nearest shipper location. Once we've received your parka, Patagonia will inspect and repair it as needed, arrange for cleaning at a qualified TERSUS® processing center and return it directly to you, free of charge.

Learn more about Encapsil down at [patagonia.com/encapsil](https://www.patagonia.com/encapsil)

Thanks, and enjoy.

patagonia®

