

## TREKKER PANNIERS – WATER INGRESS

Triumph has received a small number of warranty claims for Trekker Panniers due to reported water ingress. These panniers are not marketed as, or designed to be waterproof, and so a small amount of water ingress is acceptable and not considered to be a warrantable defect.

The most common causes of water ingress into these panniers are:

- The pannier being opened with water around the latch mechanism – water in this area can fall into the pannier when it is opened.
- One or more of the internal or external closure hooks not being correctly fastened.
- Objects being trapped in the lid, either creating a leak path or causing damage to the seal.

Customers should be advised at point-of-sale that these panniers are **not** waterproof and that they should use additional waterproofing methods to protect any pannier contents if required. Triumph offers the accessory waterproof inner bags for this purpose.

Any future warranty claims for this concern will be rejected.

If you have any additional questions, please contact Triumph Customer Support at (888) 284-6288.