

Travel Tips and Keeping your Camera Dry

Dear Gates Customer,

It is difficult travelling the world with underwater imaging equipment. Gates customers report damage to their housings & cameras from security inspections such as performed by TSA. Damage is unfortunately discovered at destination – and often too late to remedy problems. A trip without images – or worse, a wet camera – is no fun on any expedition.

Gates remains committed to your success and so provides these important steps to ensure you return home with brilliant underwater images.

- **Operational check.** Be sure your equipment is operational prior to departure. Perform a thorough inspection. Take photos and document the condition. This establishes a solid baseline for comparison later.
- **Lock your cases.** Use TSA locks so only TSA can open your case. Some locks will reveal if they have been opened by TSA via small indicator.
- **Help the inspectors.** Include a note inside your case to TSA specifically listing the contents. This will give them some idea what they are inspecting. Ask them to handle with “great care.”
- **Confirm inspection.** On arrival check for opened locks and if so take a photo. Check for a TSA leaflet inside. Take a photo of the opened case with the leaflet on top. Note on the leaflet the date of arrival and when you examined your equipment for damage.
- **Operational check.** Perform a thorough inspection and verify operation. This is the only way to be absolutely certain your equipment is OK. Document anything you find missing or broken, and take photos.
- **Seal test.** As outlined in the Gates manual, perform an in-water check of your housing without the camera to verify everything is watertight. If you have problems contact Gates for assistance.
- **Recourse.** If you find damage as a result of inspection you can file a claim with TSA at <http://www.tsa.gov/travelers/customer/claims/index.shtm> Keep your boarding pass stubs, luggage claim tickets, TSA leaflet, photos, etc. You may need all this to recover damages from TSA.
- **Insurance.** Theft and damage (including floods) are not covered by Gates Limited Warranties. It is your responsibility to ensure that your equipment is insured for such unlikely events.

Wishing you the best underwater images,

John Ellerbrock
President
Gates Underwater Products