

Jayco **Assist**



**Here for you
on your journey**

**24 hours a day, 7 days a week
Australia-wide.**



Jayco RV owners can enjoy the reassurance of the Jayco Assist program available with every purchase of a new Jayco RV* to the original owner.

Jayco Assist provides 24/7 emergency support and assistance for the first three years of Jayco RV ownership whilst travelling and away from home.

Jayco Assist is a specialised provider of emergency support available only to Jayco owners Australia wide and is designed to provide assistance in an emergency situation involving your RV.

Jayco motorised RVs are covered by Jayco Assist as well as their original vehicle manufacturers' (OEM) separate roadside assist service (for automotive issues). The Jayco Assist team will liaise with the OEM service provider to seek assistance as needed.

* RVs used for commercial use are not covered by the Jayco Assist.
Jayco RVs in New Zealand are not covered under Jayco Assist. New Zealand Jayco RV owners are recommended to seek an independent emergency assist program.



DEFINITIONS & TERMS

- i. New Jayco RV refers to first registration of a new RV sold to the first owner through a Jayco dealership.
- ii. First three years of Jayco RV ownership refers to three years from the date of delivery and registration of the RV.
- iii. Emergency refers to a situation during transit requiring immediate assistance and/or transport to the nearest Jayco service agent or similar.
- iv. Assistance refers to the provision of information or action which supports taking the next available steps to at least temporarily resolve an emergency situation.
- v. Motorised RVs refers to motor homes and campervans currently available in the Jayco range of RVs.
- vi. OEM refers to original equipment/vehicle manufacturer. In relation to Jayco motorised RVs this refers to the manufacturer of the automotive section of the motorised RV (Fiat, Mercedes etc.). Whilst Jayco Assist is primarily designed for towable RVs, support and assistance will be offered to motorised RV owners to connect them to the correct service provider as needed.
- vii. In some instances and depending on availability of support services, some additional call out costs may be incurred and charged by third party contractors and suppliers.
- viii. Any claims for reimbursement will be individually assessed and will take into consideration the terms and conditions of the Jayco warranty. Any costs incurred as a result of a user error will not be claimable for reimbursement.
- ix. Compensation and/or reimbursement of costs will require evidence of the costs by providing a copy of a paid invoice for service charges incurred.
- x. The program is in conjunction with the terms and conditions of our warranty guarantee to assist and support our customers as needed whilst on the road. All possible assistance will be extended and direction to a Jayco authorised dealership or repair agent for further assistance.





FEATURES & TERMS

The following information outlines the services available with Jayco Assist.

1. Emergency Flat Tyre

- a) Jayco Assist can arrange a service provider to change your RV's flat tyre using your RV's spare wheel.
- b) In cases where your spare wheel is a suitable replacement and is used, you will be reimbursed a maximum benefit of \$160 including GST for the cost of the service provider's call out charges for one incident per annum. Please retain copies of receipted invoices. Any additional costs (replacement tyres/wheel, tubes and valves) will be at your expense.

2. Emergency Lockout or Lost Keys

- a) If the keys to your Jayco RV are inadvertently locked inside your van, the keylock malfunctions or keys become lost, we will provide emergency support by arranging a service provider to attend and assist you to gain entry into your Jayco RV.
- b) In these circumstances, you will be reimbursed a maximum benefit of \$160 including GST for the cost of the service provider's call out fee for one incident per annum. Please retain copies of receipted invoices. Any additional costs will be at your own expense.

3. Emergency Assistance in Transit/Away from Home

- a) If your RV becomes immovable or unable to be towed due to an operational malfunction, assistance will be provided by connecting you to a Jayco repair agent (or similarly qualified party) for advice and, if needed, on-site assistance to inspect and resolve the malfunction.
- b) In these circumstances, you will be reimbursed a maximum benefit of \$160 including GST for the cost of the service provider's call out fee, for one incident per annum. Please retain copies of receipted invoices.
- c) Any repairs required will be subject to the Jayco warranty terms and conditions. Repairs which are outside the terms and conditions of the Jayco warranty will be at your own expense.



4. Emergency Towing

- a) If in transit and a manufacturing related fault with your Jayco RV that cannot be resolved on-site or with advice and assistance and, cannot be towed, arrangements will be made for your RV to be towed by a service provider to the nearest suitable repairer.
- b) In these circumstances, you need to be in attendance at your RV to assist and advise the service provider. In the event your RV is unattended, further services or arrangements may need to be made and will be at your expense.
- c) Reimbursement of emergency towing costs will be up to a maximum benefit of \$1,000 including GST, for one incident per annum. Please retain copies of receipted invoices. Any additional towing and transport costs will be at your expense.
- d) For breakdowns in a remote area or on tracks difficult to access, emergency towing may not be available and/or delays may apply and additional expenses may be incurred which may not be recoverable under these terms.
- e) Any repairs required will be subject to the Jayco warranty terms and conditions. Repairs required which are outside the terms and conditions of the Jayco warranty will be at the owner's expense.

5. Emergency Accommodation

- a) If in transit and emergency warranty repairs are required to your RV, we will reimburse you up to \$100 per day for up to three days, towards accommodation costs for a single event when you are 150km from home. Please retain copies of receipted invoices.
- b) Meals, fuel and other additional costs, including additional accommodation, are at the owner's expense.

Note: reimbursement costs are subject to change



**We are here to help.
Call us 24 hours a day,
7 days a week**

1300 772 153

All enquiries regarding warranty related services can be directed to your local Jayco dealer or repair agent. Nearest dealers or repair agents can be found on our website, at www.jayco.com.au.

To seek reimbursement of costs incurred from emergency assistance, please contact our Customer Relations team:

Telephone

(03) 8792 2136 7am – 7pm

Toll free

1800 331 601 7am – 7pm

Email

info@jayco.com.au