

## Jayco Newcastle – Post Handover Contact Information

Your first point of contact immediately after your handover should be your salesperson, but if for some reason they are not able to meet your needs, please find a contact list below. If you have an issue at any point with any of your dealings with Jayco Newcastle, please be sure to contact one of our team members below to ensure that we can resolve your issues quickly and adequately.

Sales Manager – (02) 4028 0111 – [info@jayconewcastle.com.au](mailto:info@jayconewcastle.com.au)

A Motorhome is a house on wheels and sometimes problems arise, but one of the best things about purchasing a Jayco is the fantastic warranty program. All new Jayco motorhomes come with a nationwide 2 year warranty on the caravan component. There are some circumstances where some components such as Air Command Air conditioners, Dometic Air Conditioners and Fridges, Sphere TV's and Microwaves, Smev Cook Tops and Ovens, Alko Electric Brakes and Axles and Hot Water Systems are covered by each manufacturer of these products. In this instance Jayco Newcastle will refer you to these manufacturers. Please be aware that there will be a call out fee for these items for a service agent to come to Jayco Newcastle and these costs will be your responsibility unless you prefer to take your van to the supplier authorised warranty agent.

We will always strive to fix any issues as quickly as possible but also expect that we work with each other in a mutually respectful way.