

CUSTOMER CHARTER

NCTS aims to deliver an independent and highly professional car testing service, which enhances the safety of your vehicle and reflects our commitment to providing you with the highest standards of customer service. You may be contacted on occasion by an independent auditor who is authorised by the Road Safety Authority to undertake customer service research.

STANDARDS OF CUSTOMER SERVICE

WE AIM TO:

1. Treat our customers with courtesy and respect at all times and show patience and understanding in dealing with your queries or complaints.
2. Achieve a customer satisfaction rating of a least 90%
3. Accept bookings made by post, telephone, facsimile, email or in person. We will deal with your telephone calls promptly and courteously. 90% of calls to our LoCall bookings and customer helpline numbers will be answered within 15 seconds.
4. Ensure that the average lead time for an appointment at an individual test centre is less than three weeks and no greater than four weeks. The customer will be provided with a test free of charge where an appointment cannot be offered within a four week period provided that:
 - The Customer has not declined a test appointment (either confirmed or provisional) more than twice, at a centre of their choosing, for the test due at this time.
 - The Customer has not previously accepted a booking outside of the 4 week period.
5. Offer a free re-test for failures which do not require the use of test lane within one working day of the first test, and achieve an average lead-time of one week and a maximum lead-time of two weeks for all re-tests.
6. Open each NCT centre for the number of hours required to satisfy local demand in each area. This will include one early morning opening (8am)*, one late evening opening (7pm)* and SOME Saturday morning openings. (*subject to local demand).
7. Keep queuing times at each NCT centre to no more than 30 mins provided you arrive on time (free test if queue time to start of test is over 60 mins).
8. Provide you with a clear and easy to understand test report, which will explain why your car passed or failed. Our vehicle inspectors will guide and inform you about any defects to help you arrange for the necessary repairs.
9. Reply to your written correspondence within 5 working days of receipt or alternatively acknowledge receipt of your correspondence within 3 working days with a full reply within 10 working days.
10. Provide you with a fair, efficient and transparent complaints and appeals process. Please speak to the test centre supervisor in the first instance, if you have a complaint. If you are dissatisfied with the outcome of the internal appeals process, you have the right to appeal to the AA Independent Appeals Board.
11. Provide pleasant and comfortable surroundings for you to wait in while your vehicle is tested.
12. Provide the very highest standards of test integrity. If however, you have any concerns related to the integrity of our test standards, we would encourage you to contact us through our integrity line. Please be assured that any information received will be treated in the strictest confidence.

YEAR OF 1st REGISTRATION OR MANUFACTURE	YEAR OF TESTING								
	2011	2012*	2013	2014	2015	2016	2017	2018	2019
1990 or earlier		X	X	X	X	X	X	X	X
1991		X	X	X	X	X	X	X	X
1992	X	X*	X	X	X	X	X	X	X
1993	X	X*	X	X	X	X	X	X	X
1994	X	X*	X	X	X	X	X	X	X
1995	X	X*	X	X	X	X	X	X	X
1996	X	X*	X	X	X	X	X	X	X
1997		X	X	X	X	X	X	X	X
1998		X	X	X	X	X	X	X	X
1999	X	X*	X	X	X	X	X	X	X
2000		X	X	X	X	X	X	X	X
2001	X	X*	X	X	X	X	X	X	X
2002		X	X	X	X	X	X	X	X
2003	X		X	X	X	X	X	X	X
2004		X		X	X	X	X	X	X
2005	X		X		X	X	X	X	X
2006		X		X		X	X	X	X
2007	X		X		X		X	X	X
2008		X		X		X		X	X
2009			X		X		X		X
2010				X		X		X	
2011					X		X		X
2012						X		X	
2013							X		X
2014								X	
2015									X

- X denotes that a vehicle is due for test in that year.
- X* denotes a vehicle with a 1st registration date or year of manufacture in 2001 or earlier may fall due for test in 2012. It falls due in 2012 if it has been tested after the 1st June 2011 (the date of introduction of annual testing for vehicles 10 years and older), or if it is overdue for a test from prior periods.

NCT CENTRES NATIONWIDE

For further information or assistance, please do not hesitate to contact:

**Customer Services Department,
National Car Testing
Service (NCTS),
Lakedrive 3026,
Citywest Business Campus,
Naas Road,
Dublin 24.**

For Booking
Confirmation
or Rearrangement,

log on to **www.ncts.ie**

Bookings: **1890 412 413**

(8am-8pm Mon-Thurs; 8am-6pm Friday)

Fax: **(01) 413 5982**

Email: **bookings@ncts.ie**

(Calls maybe recorded for training and quality purposes)

For General Enquiries:

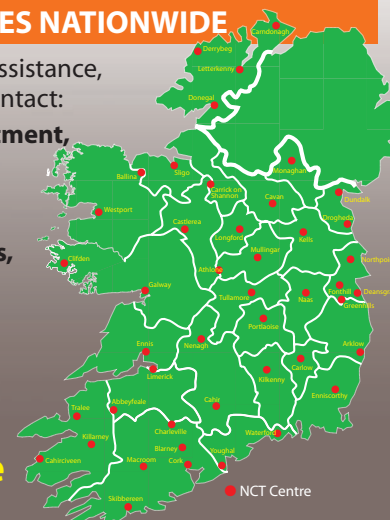
Phone LoCall: **1890 200 670** (9am-4pm Mon - Fri)

Email: **info@ncts.ie**

For Integrity:

Phone LoCall: **1890 928 580** Email: **integrity@ncts.ie**

You can get a list of every single item your car will be tested on and the standards required in the Road Safety Authority NCT Manual. This is available for download at www.ncts.ie



SCM02



BOOK YOUR TEST ONLINE
www.ncts.ie

for safer, cleaner motoring



**An tSeirbhís Náisiúnta Tástála Carranna
National Car Testing Service**

08/12/11

The National Car Test (NCT) was introduced TO IMPROVE ROAD SAFETY AND REDUCE HARMFUL VEHICLE EMISSIONS. The NCT provides a comprehensive diagnosis of the condition of your motor vehicle at the time of the test, and enables you to find out if your car is still running safely and cleanly.



THE NATIONAL CAR TESTING SERVICE (NCTS)

is the single provider for this service nationwide. NCTS is totally independent of garages service and repair activity and provides a fair, uniform and impartial service.

NCT DUE DATE

The NCT is due on the anniversary date of first registration in the country of origin. All four year old cars must undergo an NCT with tests due every two years, all cars that present for their 10th anniversary or subsequent NCT on or after 1st June 2011 will receive a certificate valid till the next anniversary of first registration.

Vehicles registered prior 1st January 1980 will not be liable for testing and cars solely used on offshore islands not connected to the mainland by road, WILL NOT have to be tested.

PREPARING FOR THE NCT

Please prepare for the test by ensuring that:

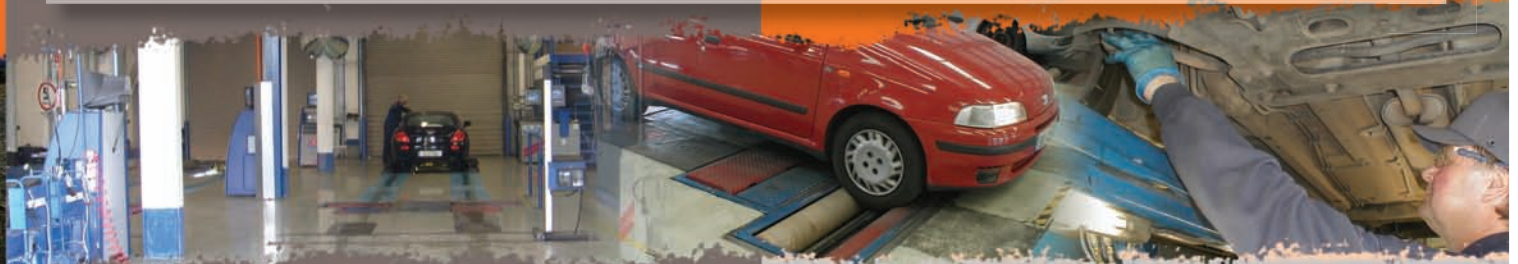
1. Your car has adequate oil and water.
2. The boot is empty and the vehicle is clear of all valuables/ personal belongings. If baby seats are left in the car for the NCT, it will be checked that it is fitted correctly.
3. The vehicle is reasonably clean (especially the under body).
4. The wheel hubcaps are removed (only in the case where the wheel nuts are not visible) and the tyres are inflated to the correct pressure.
5. The engine is in a fit state to be tested e.g. Cam belt/timing belt. You may be asked to sign a disclaimer at the test centre.
6. Seat belts and clips are fully visible.
7. Your registration plates comply with current regulations.
8. NCTS recommend that you have your lights checked and set prior to the NCT.
9. Your vehicle is at a normal operating temperature prior to arriving at the test centre for inspection.
10. You bring identification (Driving Licence or Passport only) with you as you will be asked to produce this when presenting the vehicle for inspection at the test centre.

If the above items are not taken care of, NCTS may be unable to test your vehicle. And of course, don't forget to bring your vehicle registration book, registration certificate or licensing certificate and your test fee!

BOOK ON-LINE AT www.ncts.ie

TELEPHONE BOOKING 1890 412 413

FAX BOOKING (01) 4135982 - EMAIL bookings@ncts.ie



ARRANGING YOUR NCT

NCTS will only contact the owners of currently taxed cars but you can contact NCTS directly to make an appointment (see contact details above). If your car has been off the road or not taxed for some time or you have not heard from NCTS and feel your car is eligible for the NCT, please contact us directly yourself for an appointment. **Remember! The onus is on you to make sure your car is tested when it is due (see chart at back).**

If you are offered a provisional appointment by NCTS then you must confirm or rearrange this provisional appointment. If we haven't heard from you 10 working days (Mon-Fri) before the provisional appointment date, it will be cancelled automatically and made available to other customers. If you cancel your **CONFIRMED** appointment with less than five working days notice (Mon. - Fri., not including the day of the test or the day you contact NCTS) or fail to show up for the test, a €22.00 surcharge will be applied when you next bring your car for testing. A similar surcharge of €11.50 will apply in the case of a re-test and both fees may be subject to change.

TEST FEES AND PAYMENT METHODS

The NCT costs €50.00 and a re-test (if booked within 21 calendar days of the initial test) will cost €28.00 (both inclusive of VAT and may be subject to change). Re-tests, which do not require the use of a test lane, will be free of charge. Free re-tests will cover minor visual items such as replacement of a windscreen wiper and registration plates. Re-tests must be completed within 30 days of the initial test otherwise a full test will need to be repeated.

NCTS will accept cash, laser cards and all major credit cards (excluding American Express).

or post to: **NCTS,
Lakedrive 3026, Citywest Business Campus,
Naas Road, Dublin 24.**

Please include your phone number (if available) on all written correspondence.

NCT CERTIFICATE AND DISC

On successfully passing your NCT, you will be issued with an NCT Report, NCT Certificate and Disc. You will need to keep the NCT Certificate safe and be able to present it when requested by a member of the Garda Síochána. You will also be required to display the NCT Disc on your windscreen, as this will be subject to inspection by the Garda Síochána. Your insurance company may also request a copy of your NCT Report.

LOST CERTIFICATES AND REPORTS

For a fee of €12.70 (fee may be subject to change), you can replace your lost NCT Certificate. You must go to your local Garda station and obtain an RF134 form, which must be stamped and signed by the Gardai. Send this completed form back, along with either your windscreen disc or NCT Certificate, whichever part you may still hold, and a bank draft or postal order payable to Applus Car Testing Service Limited to the Test Certificate Administrator (See address at back).

For a replacement NCT Report, simply write in with your car registration number, make, model and owner details along with the fee of €12.70 to the Test Certificate Administrator (see address at back). These fees may be subject to change.

IMPORTANT NOTICE

The NCT is due on the anniversary date of first registration in the country of origin. All four year old cars must undergo an NCT with tests due every two years, all cars that present for their 10th anniversary or subsequent NCT on or after 1st June 2011 will receive a certificate valid till the next anniversary of first registration.

Remember: your NCT certificate will expire after the registration anniversary date regardless of when you take the test so there is no advantage in delaying it, for example

<i>If your vehicle was first registered</i>	<i>And your vehicle is tested on</i>	<i>The certificate expiry date</i>
5th January 2008	26th January 2012	4th January 2014
21st March 2006	31st January 2012	20th March 2014
15th June 2002	1st June 2012	14th June 2013