



FAQ on Resumption of NCTS and COVID-19 Requirements

1. Are all NCT Test Centres open?

No. We will be opening test centres on a phased basis, subject to final approval from Government on Phase 2 of the Government's Roadmap for reopening Society and Business proceeding. The safety of the public is paramount, and we continue to be guided by public health officials and relevant national experts. If information or guidance changes, we will reassess and change our procedures and protocols accordingly.

The following centres will be reopening from the 8th June

- | | |
|----------------------------|---------------|
| ■ Cork – Little Island | ■ Waterford |
| ■ Cork – Blarney | ■ Letterkenny |
| ■ Northpoint 1 & 2, Dublin | ■ Athlone |
| ■ Deansgrange, Dublin | ■ Ballina |
| ■ Fonthill, Dublin | ■ Naas |
| ■ Galway | ■ Drogheda |
| ■ Limerick | ■ Derrybeg |

Please continue to check www.ncts.ie for further information and updates on the reopening of the remaining test centres which will also be on a phased basis.

2. What cars can book a test?

Those with a test due date prior to 28 March and those that were unable to complete their test due to the defects discovered with vehicle lift equipment earlier in the year.

3. When the service resumes, how will I make a booking?

If your centre is reopening, you must book and pay online at www.ncts.ie Please check the NCTS website for further updates. You are reminded that you are still required to observe the Government's travel restrictions.

4. What happens if I have make a booking and Phase 2 of the Government's Roadmap does not proceed?

Applus will automatically cancel the booking and advise you accordingly.

5. Which vehicles received the 4 month extension

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister. Customers can now check to see their [new test due date](#). The extension of NCT due dates applied only to vehicles with a test due date of 28 March 2020 or later.

6. My car needs an NCT / to complete its NCT as it was due a retest and was affected by the lifts issue before the service was shut down on the 28 March. Is the NCT going to contact me about scheduling a test for my vehicle?

NCTS will issue notifications to as many customers as possible to advise them when to book a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June. Even if you have not received a notification please book online when your local centre opens.

7. Is the NCT going to contact customers that were due for a retest and those affected by the lifts issue to let them know that the services is reopening and that they can now go for a test / complete their test?

NCTS will issue notifications to as many customers as possible to advise them when to book a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June. Even if you have not received a notification please book online when your local centre opens.

8. When will the remaining centres open?

NCTS intends to open the remaining centres on a gradual basis throughout June and July pending any changes in the Government's plan to ease COVID-19 restrictions. Please check www.ncts.ie for updates.

9. When will the call centre be open to deal with queries?

The call centre will be open to deal with enquiries from 8 June at 9am- 4pm on 01 4135994 however you will not be able to make a booking over the phone, you must book online at www.ncts.ie

10. Where can I find the centre opening times?

Please log onto the NCTS website for the [opening times](#) of the operational test centres.

11. My test centre is opening but it is outside the 20km mileage restriction. Can I book and attend for test?

The Government restrictions on travel still apply. It is mainly larger NCT centres in higher population areas that are being opened first, thus minimising unnecessary travel for those attending.

12. What are NCT doing to limit the spread of Coronavirus

Like other businesses, NCTS has introduced new processes at test centres to safeguard the health and safety of customers and employees.

- All NCTS employees have received mandatory training on COVID 19 safety and hygiene protocols covering social distancing requirements, personal hygiene, hand washing and the correct use of additional PPE equipment.
- Employees must wash their hands at regular intervals with soap and water (for at least 20 seconds) and or use the alcohol-based hand gel sanitisers provided.

- Before each inspection, all vehicle inspectors must wash their hands with soap and water and wear a new set of disposable gloves
- NCTS Centres will be cleaned regularly with disinfectant products. Where possible all entrance doors will be left open to minimise the risk of virus transfer via door handles.
- There are new social distancing processes in place which customers are asked to follow. Notices will be placed both internally and externally around the test centre including physical distancing floor markers.
- Vehicle Inspection Reports and NCT Certificates (if applicable) will be left on the front seat of the customer's vehicle following the test, thus eliminating the need for customers to re-enter the test centre, unless they have a query.
- Customers will be asked to wait outside the building while the test is being undertaken

13. What is the protocol for customers on arrival at the NCT test centre?

We are asking customers to also play their part in making a difference and adhere to the following:

- Tests must be booked and paid online
- In advance of attending for NCT, please ensure your vehicle is being presented in a hygienic state and free of any unhygienic matter such as used tissues, gloves and wipes
- Only customers with confirmed appointments should present their vehicle for inspection
- Only one person must present the vehicle for inspection and we are asking that vulnerable drivers and those with an underlying illness do not attend, we ask that they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.
- A maximum number of customers will be permitted to enter the centre and this will be clearly sign posted as you enter the centre.
- Please read all signage, and maintain a 2 metre distance from our staff and other customers at all times when in the testing centre.
- All customers must adhere to the social distancing guidelines.
- When you reach the front of the queue you will be given instructions by staff as to what you are required to do whilst the inspection is taking place. Please follow their instructions.
- Driver identification will still be required to be shown at check in, but it should not be handed to the staff member
- Once checked in, customers will be advised to wait in their vehicles or if they prefer to wait outside the building.
- Leave windows lowered slightly to allow for air to ventilate naturally throughout the vehicle
- Ensure the air vents in the vehicle are closed and the fans are reduced to the lowest level
- Once the inspection is complete, the NCT Certificate and Vehicle Inspection Report will be left in the customer's vehicle so that the customer does not need to return to the test centre, unless they have a query.

14. How is NCTS implementing social distancing measures in the test centres?

NCTS is following the HSE guidance on social distancing across all test centres.

Each centre has floor markings in place to remind people about social distancing and the number of people in the waiting area is being limited. There will also be restricted seating in the test centre waiting areas. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

Only one person must present the vehicle for inspection and NCTS asks that vulnerable drivers and those with an underlying illness do not attend and that they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

15. What sanitising procedures are being put in place to protect staff and customers?

Before each inspection, all vehicle inspectors must wash their hands with soap and water and wear a new set of disposable gloves. All staff have also been provided with hand sanitiser.

Our NCT Centres will be cleaned regularly with disinfectant products. Where possible all entrance doors will be left open to minimise the risk of virus transfer via door handles.

At the end of the inspection, the customers Vehicle Inspection Report and NCT Certificate (if applicable) will be left on the front seat of the customer's car, this saves customers having to re-enter the test centre for their test results

Vehicle Inspectors will wash their hands and change their disposable gloves after inspecting each vehicle
Hand washing facilities are also available for customers.

16. How will I know my vehicle is safe to get into following its inspection?

NCTS asks that customers also play their part in keeping themselves and NCTS staff safe, so prior to arriving at the test centre, please ensure your vehicle is being presented in a hygienic state and free of any unhygienic matter such as used tissues, gloves and wipes, this is to look after the health and safety of staff.

Before each inspection, all vehicle inspectors must wash their hands with soap and water or sanitiser gel and wear a new set of disposable gloves.

17. Will NCTS staff be wearing facemasks and will customers be expected to wear a face mask while in the test centre.

The Department of Health has recommended the use of face coverings in public area but this is not mandatory. Both staff and customers have the option to wear face coverings if they wish to do so.

18. Am I still able to pay for my test in cash or do I have to use card?

All tests must be booked and payment preauthorised online. As it is a preauthorised booking you will need to bring your card with you on the day of the test to finalise the payment. Our chip and pin terminals are regularly cleaned with antibacterial wipes.

19. Do I still have to produce my driver licence at check in?

Yes, driver identification will still be required to be shown at check in, but it should not be handed to the staff member

20. Are you putting in measures to allow elderly/vulnerable customers to visit the test centre at a dedicated time?

No, unfortunately, NCTS cannot provide that option, however, vulnerable drivers and those with an underlying illness are being asked not to attend and to organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

21. I am over 70 or have an underlying condition and am instructed to continue cocooning. My vehicle is overdue its NCT test, should I present my vehicle for test?

NCTS asks that vulnerable drivers and those with an underlying illness do not attend and that they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence or public services card.

22. I have recently been in contact with someone with COVID-19, can I still present for my test appointment?

Anyone in this situation should follow HSE advice and self-isolate for 14 days. However, you may arrange for someone else to present the car. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

23. I didn't attend for my NCT in March due to concerns about COVID-19 as I am in a vulnerable category. My test due date was prior to 28 March. What is my position?

There is no change to the rules regarding the obligation to have a vehicle tested by the test due date. If your centre is one of those reopening, you may book a test and arrange for someone else to present the car for you if that is possible within the current guidelines. Otherwise, please continue to check the [NCTS](#) and [RSA](#) websites for updates.

24. Do I leave the keys in the car while I complete the booking in process?

No, you should bring the keys with you when you check in for your inspection

25. Will the key be cleaned by Applus following completion of the test and returned to me?

Yes

26. When will the key for the car be returned to me following the test?

The inspector will return your car and keys to you in the car park following the test.

27. What will happen if there is litter or unhygienic material left in the car?

If the car is not clean and clutter free, the vehicle will not be tested. All NCTS staff will be observing social distancing practices, wearing disposable gloves and washing their hands between each inspection. NCTS ask you to help by observing these practices and present the car in a manner that provides protection for staff and customers.

28. Will the testers clean all parts of the vehicle they need to touch?

Testers will wash their hands between each test and wear a new set of disposable gloves for each test

29. Can my test report be emailed to me instead of handed to me at the test centre?

There is no facility to email test reports or test certificates. However, the Vehicle Inspector will leave the documents on the front seat of your car so that you do not have to re-enter the test centre unless you have a query.

30. Can I pay for the service using cash?

No, all tests are to be booked and paid online. In order to prevent the spread of COVID-19, cash is not being accepted at this time.

31. What arrangements will be made if I become unwell while attending my NCT, or I am currently self-isolating, what should I do?

If you are unwell or self-isolating, you should not attend at the testing centre. Familiarise yourself with the Department of Health's published guidance and if possible, advise the NCTS accordingly or alternatively have another person present the car at the test centre on your behalf.

32. If I make an on-line booking and am unable to attend the inspection, will I get a cancellation fee refund?

For any queries regarding cancellation fees please contact info@ncts.ie

33. My vehicle had a partial test due to an issue with the NCT lifts - will my retest be prioritised?

Please check the [NCTS](https://www.ncts.ie) and [RSA](https://www.rsa.ie) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. If you have already paid for your test, this test will be free of charge. You should book online at www.ncts.ie

34. Are the lifts in my NCT centre working again

The repair and replacement of lifts is ongoing. All centres re-opening have functioning lifts.

35. I was due to return for a retest at the time the NCTS closed. What is the position now as the retest period of 30 days has been exceeded?

As the retest period has been exceeded, your car will have a full test again, however, you will still pay only the retest fee of €28. Where a vehicle required a non-equipment retest, there will be no charge to the vehicle owner, but the vehicle must still undergo a full test.

36. I had a partial test before shutdown due to the lifts issue. Can I book to have the underbody inspection only completed?

Please check the [NCTS](https://www.ncts.ie) and [RSA](https://www.rsa.ie) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody

inspection. If you have already paid for your test, this test will be free of charge. You should book online at www.ncts.ie

37. I had a partial test before shutdown and also failed one of the equipment tests - what is my position?

Your vehicle will have to undergo, a full test. You will only have to pay the retest fee that would have been due if undertaken earlier.

38. My car failed on a minor fault only – what is my position now?

You should attend at a test centre and show that the fault has been repaired. Your test certificate will then be issued.

39. My test certificate was not issued at the time of the test because I did not produce ID – what is my position?

You should attend at a test centre with the relevant car and produce the required identification. Your test certificate will then be issued.

40. To whom can I report someone not maintaining the COVID 19 protocols at test centres?

Customers will be asked to refer any queries they may have to the customer enquiries team at info@ncts.ie

Frequently Asked Questions on Extension of validity of NCT Certificates

1. Where can I check my new test due date?

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister. Customers can now check to see their [new test due date](#). The extension of NCT due dates applies only to vehicles with a test due date of 28 March 2020 or later.

2. Why are NCT certificates being extended?

The measure is in place because of the suspension of car testing from 28 March due to COVID-19 restrictions. The measures are part of the State's coordinated response to the COVID-19 virus and recognise that car owners have not been able to undertake NCTs as a consequence of the suspension of car testing from 28 March 2020.

3. Why are cars with a due date prior to 28 March 2020 not being extended?

The NCT testing system was suspended on 28 March 2020 as part of the Government response to COVID 19. All cars with a test due date on or after 28 March 2020 were extended by 4 months. The RSA has been advised that, legally, the Regulations extending the due dates could only be applied from the date of suspension of testing i.e. 28 March 2020 and could not be applied retrospectively. Therefore, due dates prior to this date could not be extended.

4. Will I get a new NCT Certificate?

No, a new certificate will not be issued. An Garda Síochána are aware that all NCT certificates with an expiry date on or after 28 March 2020 are valid for 4 months after the expiry date printed on the windscreen disc.

5. Do I need to apply for the extension?

No, the extension was applied automatically to all cars that are eligible for the extension.

6. Does the extension apply for all subsequent test due dates?

Yes, the date is being permanently reset and will be your car's new test due date in the future.

7. My test due date was in the middle of March. I booked a test but there was no availability until April and then the NCTS closed on March 28, 2020. What is my position?

The extension of NCT due dates applies only to vehicles with a test due date of 28 March 2020 or later and therefore does not apply to your case. The Minister has advised that An Garda Síochána are aware of the issues and a pragmatic approach will be taken at this time, given that it is not possible to have these vehicle tests done. Please retain the confirmation of booking received to produce to a member of An Garda Síochána, if required. Please continue to check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area. Remember that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

8. My NCT due date was in early March. I had the car tested in mid-March but it failed. I had the retest booked for 2 April. What is my position?

The extension of NCT due dates applies only to vehicles with a test due date of 28 March 2020 or later and therefore does not apply to your case. The Minister has advised that An Garda Síochána are aware of the issues and a pragmatic approach will be taken at this time, given that it may not be possible to have these vehicle tests done. Please retain the confirmation of booking received to produce to a member of An Garda Síochána, if required. You should also continue to carry the Vehicle Inspection Report (VIR) you received on the day of the test. Please continue to check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area. As it is more than 30 days since the initial test it will be necessary to undergo the full NCT again, this will be charged at a re-test price of €28. This is considered necessary in the interests of road safety as additional fail items may have developed in the car in the intervening period Remember that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

9. My NCT certificate is due to expire. Will it be extended now that I cannot get my car tested?

The NCT for all cars with a due date on or after 28 March 2020 was extended by 4 months i.e. a vehicle with a test due date of 2 April was extended to 2 August. If a vehicle held a valid NCT on 28 March 2020, the test due date was extended.

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister. Customers can now check the NCTS website to view their [new test due date](#)

10. My test due date has moved from May 2020 to September 2020 – when should I present my car for testing?

Your new test due date is now in September and your car should be presented for NCT based on that date. Please refer to www.ncts.ie for all booking information.

11. My NCT expired in the middle of March and is not being extended, I need my car to get to work, can I use it?

There is no change to the rules regarding the obligation to have a vehicle tested by the test due date.

12. My NCT certificate is out of date 6 months and I cannot get my car tested in order to become compliant; what do I do?

The extension of NCT due dates applied only to vehicles with a test due date of 28 March or later and therefore does not apply to your case. Please check the [NCTS](http://www.ncts.ie) and [RSA](http://www.rsa.ie) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. Remember that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

13. My vehicle was first registered on 1 August 2016 and will be due its first NCT on 1 August 2020, am I eligible for the extension?

No, the date of first registration generally sets the initial test due date for cars and subsequent tests are due on the anniversary of that date. Cars first registered on or after 1 August 2016 are not eligible for the 4 month extension. It is expected that the NCT service will have resumed full testing by end of July and therefore tests will be available.

14. My NCT certificate expired in December 2019. Will it be extended?

No, only those cars with a test due date on or after 28 March 2020 will be extended.

15. My NCT certificate has expired since February but because of the lifts issue, I had a partial test only, no underbody inspection was carried out. What is my position?

You should continue to carry the Vehicle Inspection Report showing an incomplete test, with you in the car to present to a member of An Garda Síochána, if required. This Report has been amended to show clearly that the NCT is incomplete due to the lifts issue.

Please check the [NCTS](http://www.ncts.ie) and [RSA](http://www.rsa.ie) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. This will be free of charge. Remember, that it is the owner's obligation to ensure that a vehicle is roadworthy at all times when used on a public road.

16. Will the failure to conduct NCT inspections result in dangerous vehicles on our roads?

All vehicle owners are reminded that the roadworthiness of their vehicle is always their responsibility

17. Should I retain my expired NCT disc and continue to display it on the windscreen?

Yes.

18. Will all lifts be working when NCTS resumes?

All centres reopening on the 8th June have functioning lifts. During the suspension of service, NCTS has made some progress in repairing and replacing the vehicle inspection lifts in test centres and this will continue in the coming weeks. We expect that all centres will have functioning lifts by the middle of July such that all tests can be completed in full.

19. I didn't attend for my NCT in March due to concerns about COVID 19 as I am in a vulnerable category. My test due date was prior to 28 March. What is my position?

There is no change to the rules regarding the obligation to have a vehicle tested by the test due date. Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June. NCTS are asking vulnerable drivers and those with an underlying illness to not attend the test centre and instead they organise for someone else to present their vehicle where possible. Whoever presents the vehicle for test must produce their own identification in the form of a driving licence.

20. I have completed my initial inspection and was due to return for a retest that requires the use of equipment. If I go outside the 30 days retest deadline will I have to undergo a full NCT inspection again?

Yes, as it is more than 30 days since the initial test it will be necessary to undergo the full NCT again, this will be charged at a re-test price of €28. This is considered necessary in the interests of road safety as additional fail items may have developed in the car in the intervening period.

21. I have completed my initial inspection and was due to return for a visual retest. If I go outside the 30 days retest deadline will I have to undergo a full NCT inspection again?

Yes, where it is more than 30 days since the initial test it will be necessary to undergo the full NCT again free of charge. This is considered necessary in the interests of road safety as additional fail items may have developed in the car in the intervening period.

22. I was due an underbody inspection as I only had a partial inspection due to the lifts issue, will I now have to undergo a full test again?

Please check the [NCTS](#) and [RSA](#) websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June.

If your vehicle has travelled more than 5000km since the partial test, it will also be subjected to a brake and suspension test in addition to the underbody inspection. This will be free of charge.

23. I was due an underbody inspection as I only had a partial test and my car also failed the brake test, will I have to undergo a full test again?

Yes, your car will have to undergo a full test. It will be charged at the retest fee of €28.

24. Where can I check my new test due date?

NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister.

Customers can now check the NCTS website to view their [new test due date](#)

25. Will not having a completed NCT impact on my car insurance?

As the public restrictions prevent customers from undergoing an NCT, we understand the insurance industry has taken a pragmatic position. In respect of vehicles that have their NCT certs extended, Insurance Ireland has said that "Insurance Ireland members are happy to be supportive and treat such licence and NCT/CRWs as valid when people are renewing their motor insurance or taking out new motor insurance policies."

However, insurance companies are private firms and the Government has no power to issue directions to them regarding this matter. You should therefore contact your insurance provider or broker for further details.'

26. Will I receive fines and penalty points for not having a valid NCT disc?

An Garda Síochána are aware that the expiry dates for NCTs due on or after 28 March 2020 were extended by 4 months and that new NCT certificates and discs are not being issued. You should continue to display your current disc on your windscreen.

27. Will the NCTS contact centre be open to answer any queries I have?

The NCTS customer contact centre remains closed for the time being, however, from week ending 5th June you can book your NCT online for the centres listed below

The following centres will be reopening from the 8th June

- | | |
|----------------------------|---------------|
| ■ Cork – Little Island | ■ Waterford |
| ■ Cork – Blarney | ■ Letterkenny |
| ■ Northpoint 1 & 2, Dublin | ■ Athlone |
| ■ Deansgrange, Dublin | ■ Ballina |
| ■ Fonthill, Dublin | ■ Naas |
| ■ Galway | ■ Drogheda |
| ■ Limerick | ■ Derrybeg |

28. I am a garage owner and need to have an NCT on the vehicle to sell it, what should I do?

We will be opening test centres on a phased basis, the reopening will be aligned with the Governments Roadmap for reopening Society and Business. As information and guidance from public health officials change, we will reassess and change our procedures and protocols accordingly.

The following centres will be reopening from the 8th June

- Cork – Little Island
- Cork – Blarney
- Northpoint 1 & 2, Dublin
- Deansgrange, Dublin
- Fonthill, Dublin
- Galway
- Limerick
- Waterford
- Letterkenny
- Athlone
- Ballina
- Naas
- Drogheda
- Derrybeg

Please continue to check www.ncts.ie for further information and updates on the reopening of the remaining test centres which will also be on a phased basis.

These centres will reopen by appointment only, all tests will be prepaid and social distancing controls will be in place. Customers who were scheduled to undergo an appointment prior to the closing of the service on the 28th March are now asked to return for their NCT inspection by booking online.

29. My NCT certificate is being extended from April 2020 to August 2020, what happens in August if the NCTS is still not operational?

It is expected that the NCT service will have resumed full testing by end of July and therefore tests will be available.

30. My car was declared off the road for tax purposes and the NCT certificate expired when it was off the road. Does the 4-month extension apply? If so, is the 4 months added to the end of the period which applied to the off the road declaration or the expiry date of the NCT certificate?

No, it does not apply – assuming that the test due date of the car was before 28 March 2020.

31. When does the extension cease?

Based on Regulations adopted by the Minister this is a single extension of 4 months for cars that were registered before 1 August 2016 (1 August 2019 for SPSVs) and have a test due date on or after 28 March 2020.

32. Does the extension apply to the current testing cycle only and will future test due dates revert to the anniversary of first registration?

The date is being permanently reset and anniversaries of the new date will be your car's test due date going forward e.g. a vehicle with a test due date of 2 April 2020 will change to a test due date of 2 August 2020 and 2 August will be the car's test due date in future.

33. I have purchased a car with an expired NCT. Can I drive it?

The law requiring cars to have a valid NCT certificate has not changed. Please check the NCTS and RSA websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June.

34. My car is due its first test in April 2020, do I present the vehicle for its test due date in April or is the test due date extended to August 2020?

For a car falling due its first test in the period April – July 2020, the due date has been extended by 4 months i.e. a car previously due its first NCT in April will now have a test due date in August 2020. NCTS has now updated the new test due date for all vehicles that qualified for the 4 month extension as announced by the Minister.

Customers can now check the NCTS website to view their [new test due date](#)

35. I have misplaced my NCT certificate, can I apply for a replacement?

The NCTS customer contact centre remains closed for the time being, and is not in a position to process applications at present. Please continue to check the [NCTS](#) and [RSA](#) websites for updates.

36. My NCT certificate is currently on hold as I did not have ID with me on the day of the test. As the test centre concerned closed I am unable to present my ID how do I get the NCT certificate released?

Your certificate may be issued at any test centre by presenting the vehicle with the ID. Please continue to check the [NCTS](#) and [RSA](#) websites for updates on operational test centres.

37. My vehicle was issued with a pass pending recheck before testing was suspended but has not been issued with a NCT certificate. Can I arrange to have the recheck completed?

Your certificate may be issued at any test centre when the service resumes by presenting the vehicle with the relevant items repaired. Please continue to check the [NCTS](#) and [RSA](#) websites for updates in relation to test centres resuming service.

38. I have imported a vehicle and it requires an NCT, what should I do?

VRT testing is suspended until further notice in order to comply with the COVID 19 restrictions. Please refer to item 7 on the [Revenue](#) website in relation to importing a vehicle. Please also continue to check the [NCTS](#) and [RSA](#) websites for updates.

39. I have an NCT appointment currently scheduled what should I do?

NCTS has cancelled that appointment Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June.

40. I have tried to book an NCT online but there is no availability.

Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June

41. How will I know my NCT is cancelled and that I will not incur a cancellation fee?

NCTS has issued an SMS to all vehicle owners scheduled for an NCT, confirming that their appointment is cancelled. All cancellation fees have been removed. However, if for any reason a cancellation fee still applies please contact NCTS when the customer contact centre reopens and the fee will be removed/refunded.

42. If I already had an appointment, do I need to rebook my NCT?

Yes, when the service resumes, you will need to rebook a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June.

43. Will NCT contact me with an appointment when the service resumes?

NCTS will issue notifications to as many customers as possible to advise them when to book a test. Please check the NCTS websites for updates in relation to resumption of services in your area as some centres resume operations from the 8th June and enable bookings online from week ending 5th June. Even if you have not received a notification please book online when your local centre opens.