



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

We understand that some of our customers may have specific questions regarding their NCT appointment. We have compiled a few helpful answers to questions to assist NCTS customers. This will continue to be updated as different scenarios are presented to us from customers.

- 1. What has caused the delays for getting an NCT appointment?**
- 2. I can't find a suitable NCT appointment, what do I do?**
- 3. The only appointments available are for mid-2023, are all the appointments for the first half of the year gone?**
- 4. I can't find the priority list online, where is it?**
- 5. Will my car Insurance cover still be valid if I do not have my NCT completed on time?**
- 6. I am currently on the NCTS priority list, how will NCT contact me with an appointment date?**
- 7. My NCT cert has expired and I'm on the priority list, what happens if I am stopped by the Guards?**
- 8. I was on the priority list, and I have received an appointment that doesn't suit, will I have to go back on the priority list again? What can I do?**
- 9. I am waiting longer than 28 days for a test, am I entitled to a free NCT?**
- 10. I have my driving test soon and I am still waiting for an NCT appointment, will my driving test go ahead without a valid NCT cert?**
- 11. I was unable to get a test when my car was due, when I eventually got my car tested, I only got a cert for 10 months, why is it not valid from the day of the test?**

### **1. What has caused the delays for getting an NCT appointment?**

As with all businesses in Ireland, the prolonged impact of covid has had a significant effect on normal business operations and as a result NCTS are experiencing high demand at present which is because of the effect of covid. The significant constraint in the availability of new vehicles and our national fleet aging has resulted in an additional 100K vehicles. In terms of NCT testing, this is an extra month worth of testing.

Customer no shows is also severely impacting the business and our ability to offer these appointments to other customers.

Staff absenteeism levels at test centres have also resulted in some cancelled NCT appointments.

We are asking customers, if they know in advance that they will not be able to make their NCT appointment on the day, to let us know as soon as possible (they can cancel through our call centre on 014135992 or online [www.ncts.ie](http://www.ncts.ie)) so that those appointments could be offered to those customers on the priority list.



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### **2. I can't find a suitable NCT appointment, what do I do?**

Should you require an earlier appointment than the one presented online, please contact NCT on 014135992 or go online [www.ncts.ie](http://www.ncts.ie) and place your vehicle on our priority list (this option can be found on the booking application), once added to the list we will endeavour to provide you an appointment within 4 weeks.

Please be advised, if you have a current booking, you will not be able to add your vehicle to the priority list, you will need to cancel the confirmed booking first. If you have prepaid for the test, the fee will be refunded within 5-7 days.

### **3. The only appointments available are for mid-2023, are all the appointments for the first half of the year gone?**

While some customers who go online may only see appointments for mid-2023. These available appointments only represent 1/3 of the actual appointments available as we open the remaining 2/3 of appointments at a later point when we finalise our schedules taking into account staff availability.

If a customer requires an earlier appointment than those available online, we are asking them to go onto [www.ncts.ie](http://www.ncts.ie) and place themselves on the priority list or contact us through our call centre. The option to add your vehicle to the Priority list can be found during the booking process.

### **4. I can't find the priority list online, where is it?**

You will find the option to add your vehicle to the priority list on the main booking page. Enter your vehicle details and confirm that it is your vehicle, scroll to the end of the page and you will find the option there.

### **5. Will my car Insurance cover still be valid if I do not have my NCT completed on time?**

Insurance Ireland has stated that its members will be pragmatic and understanding in their approach to the current delays at the National Car Testing Service (NCTS). Cover will continue to be provided where customers, through no fault of their own, are unable to obtain an NCT appointment. Motor insurance and road traffic legislation require that motorists maintain their vehicles in a roadworthy condition at all times and this remains the case. Under the current circumstances, provided motorists make every effort to book appointments in the normal way, insurance companies will recognise that the current issue is not the fault of the customer.



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### **6. I am currently on the NCTS priority list, how will NCT contact me with an appointment date?**

This will depend on the contact information you have provided to NCTS at the time of going on our priority list. This will result in you receiving an SMS or Email confirming your appointment date.

### **7. My NCT cert has expired and I'm on the priority list, what happens if I am stopped by the Guards?**

Customers are advised to keep a copy of their confirmation letter/email with them in order to present it to a member of An Garda Síochána, if required. This letter/email will clearly show that the customer has a confirmed booking or is on the current Priority list waiting for an appointment.

Where a vehicle is detected without a valid NCT certificate and the driver can produce evidence of a date for a test having been scheduled, a Garda will take this evidence into consideration.

### **8. I was on the priority list, and I have received an appointment that doesn't suit, will I have to go back on the priority list again? What can I do?**

A family member or friend can bring the vehicle for you, just make sure they bring their drivers licence with them on the day as they will be asked to present it at the time of check in.

If you opt to cancel your test, you may be placed on the priority list once more. We would recommend that your vehicle is presented for test by someone else to avoid this occurring.

### **9. I am waiting longer than 28 days for a test, am I entitled to a free NCT?**

The NCTS Customer Charter is available on the NCTS website and is also sent to customers when they are notified that their NCT is due. The Customer Charter clearly outlines the standards we aim to achieve in the delivery of the NCTS service.

These standards were relaxed during COVID given the challenges all businesses faced during the pandemic; however, they were reinstated in October 2022. Since its reinstatement, NCTS believe we have been compliant with the customer charter.

The rules of the customer charter under clause 5 states

- If the test is overdue by more than 7 days at the time of contacting us, then a free test is not entitled
- If an appointment was offered 7 days or more prior to the test due date, then a free test is not entitled
- If the vehicle owner has made specific requests regarding suitable days, times, or dates, then a free test is not entitled



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- If the vehicle owner has declined or rearranged two or more appointments, then a free test is not entitled
- If the vehicle owner has failed to attend an appointment then a free test is not entitled; or
- If the vehicle owner has previously accepted or requested an appointment outside of the 28-day period, then a free test is not entitled

Customers will be provided with a test, free of charge, where an appointment cannot be offered within a 28-day period, unless the above applies.

The vast majority of customers continue to receive an appointment within 4 weeks of application. Each booking request is evaluated, and should they qualify for a free test, it is allocated.

### **10. I have my driving test soon and I am still waiting for an NCT appointment, will my driving test go ahead without a valid NCT cert?**

No, you must have a valid NCT in advance of your driving test. If you have an upcoming driving test but your vehicle's NCT will expire prior to your driving test appointment, then please forward confirmation of your driving test appointment to the NCT and we will endeavour to facilitate an appointment for you.

### **11. I was unable to get a test when my car was due, when I eventually got my car tested, I only got a cert for 10 months, why is it not valid from the day of the test?**

Where a car is tested other than at the specified time, the test certificate is valid from the date of the actual test until the next date on which the test is due. This is to ensure that the vehicle is again liable for testing in accordance with the test schedule laid down in the Statutory Instrument. This can result in a certificate of less than 2 years (or 1 year) duration, depending on when the vehicle was presented for a test.

These regulations are supported in Statutory Instrument 415/2017 Road Traffic (National Car Test) Regulation 2017, published by the Government Supplies agency and available on [www.irishstatutebook.ie](http://www.irishstatutebook.ie).

*1<sup>st</sup> April 2023*