

Book & Pay On-Line at
www.ncts.ie

TEL BOOKING: (01) 4135992 | EMAIL: bookings@ncts.ie

NCT: For safer, cleaner motoring

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

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



The National Car Test (NCT) was introduced to
**IMPROVE ROAD SAFETY AND REDUCE
HARMFUL VEHICLE EMISSIONS.**

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. All four year old cars must undergo an NCT with tests due every two years and then annually for all cars that present for their 10th anniversary or subsequent NCT, these vehicles will receive a certificate that is valid till the next anniversary of first registration.

Vehicles aged between 30-39 years (based on the vehicle's date of first registration and are not used for commercial purposes), will undergo a roadworthiness test every two years instead of annually.

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 your vehicle is clear of all valuables and personal belongings.
3. Your glove compartment is unlocked and clear of personal belongings, this is to allow for OBD testing.
4. The vehicle is reasonably clean (especially the underbody).
5. 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.
6. 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.
7. Seat belts and clips are fully visible.
8. Your registration plates comply with current regulations.
9. NCTS recommend that you have your lights checked and set prior to the NCT.
10. Your vehicle is at a normal operating temperature prior to arriving at the test centre for inspection.
11. The person who brings the car for inspection brings identification with them in the form of a Driving Licence as failure to provide the required identification will result in the vehicle not being issued an NCT certificate at the time of testing.

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!



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 table on the back to find out when your vehicle is due for testing).**

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 5 working days' notice (Monday - Friday, not including the day of the test) or fail to show up for the test, you will incur a €24 charge. A similar charge of €16 will be applied in the case of a re-test and both fees may be subject to change.

RE-TESTS, TEST FEES AND PAYMENT METHODS

The NCT costs €60 and a re-test (if booked within 21 calendar days of the initial test) will cost €40 (both inclusive of VAT and maybe 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, debit cards and all major credit cards (excluding American Express).

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 An Garda Síochána. You will also be required to display the NCT Disc on your windscreen, as this will be subject to inspection by An Garda Síochána. Your insurance company may also request a copy of your NCT Report.

LOST CERTIFICATES AND REPORTS

For a fee of €15.50 (fee may be subject to change), registered owners can replace their lost NCT Certificate. The registered owner must go to their 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 still hold, and a bank draft or postal order payable to Applus Inspection Services Ireland Ltd to the Test Certificate Administrator (see address above).

For a replacement NCT Report, the registered owner can simply write in with their car registration number, make, model and owner details along with the fee of €15.50 to the Test Certificate Administrator (see address above). These fees may be subject to change.

IMPORTANT NOTICE

The NCT is due on the anniversary date of first registration. All four year old cars must undergo an NCT with tests due every two years and then annually for all cars that present for their 10th anniversary or subsequent these vehicles will receive a certificate that is valid till its next test due date.

VOLUNTARY EARLY NCT TESTING

Vehicle owners who wish to present their vehicle for inspection earlier than 90 days before their NCT due date are allowed to do so.

Where this happens the vehicle will receive a 2 year (or 1 year for 10 year and older vehicles) certificate duration from the date it passes the test. The vehicle must pass (including re-tests) the NCT prior to the 90 days before its test due date.

Vehicles presenting for their first NCT at 4 years will be subject to the same rules.



CUSTOMER CHARTER

NCTS (We) aim to deliver an independent and highly professional car testing service, which enhances the safety of your vehicle and reflects our commitment to providing you, our customer, 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, to seek your opinion on aspects of the service.

Standards of Customer Service

1. We aim to treat our customers with courtesy and respect at all times. We expect our customers to show the same level of courtesy to our staff.
2. We aim to achieve a customer satisfaction rating of at least 90%.
3. We accept bookings made by web, post, telephone, email or in person.
4. We aim to answer all telephone calls within 15 seconds.
5. We aim to ensure that the average lead time for an appointment at an individual NCT centre is less than or equal to 15 days. You will be provided with a test, free of charge, where an appointment cannot be offered within a 28 day period, unless any of the following apply:
 - the test is overdue by more than 7 days at the time of contacting us;
 - an appointment was offered 7 days or more prior to the test due date;
 - you have made specific requests regarding suitable days, times or dates;
 - you have declined or rearranged two or more appointments;
 - you have failed to attend an appointment; or
 - you have previously accepted or requested an appointment outside of the 28 day period.There is no guarantee of a test appointment at short notice for cars overdue the test.
6. We will provide a retest free of charge where the use of a test lane is not required. No booking is required.
7. We aim to achieve an average lead-time of 10 days for all retests at each NCT centre.
8. We will ensure our NCT centres regularly open early mornings, late evenings and at weekends. Please refer to our published opening hours at either our NCT centres or on www.ncts.ie
9. We aim to keep queuing times at each NCT centre to no more than 15 minutes from your appointment time. We will provide a free test if the queue time to start of test is over 65 minutes.
10. We will provide you with an easy to understand test report and advise you of any defects on your car.
11. We will 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.
12. We will provide you with a fair, efficient and transparent complaints and appeals process. Please speak to the NCT 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. If you are still dissatisfied with the outcome, then you have the right to appeal to the District Court. Please refer to www.ncts.ie for further details.
13. We aim to 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 confidential integrity line on (01) 6309319 or email us at integrity@ncts.ie. Please be assured that any information received will be treated in the strictest confidence.
14. If NCTS cancel a prearranged booking and do not give the owner of the vehicle 5 working days' notice, a new test appointment will be provided free of charge.
15. To protect the privacy of our staff and customers, the use of recording devices of any kind e.g. smart phones, dashcams etc., are not permitted within NCT centres.

NCT Test Frequency

AGE OF VEHICLE	TEST FREQUENCY
0-3 Years	No NCT required
4-9 Years	Every 2 years
10 year anniversary and older	Annually
30-39 year old registered vehicle Post 1st January 1980	Biennial Test
Private cars registered before 1st January 1980	No NCT required

Please note, the above applies to private vehicle only.

NCT Centres Nationwide

For Booking Confirmation
or Rearrangement,

log on to www.ncts.ie

Bookings: (01) 413 5992

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

Email: bookings@ncts.ie

(Calls maybe recorded for training,
quality and verification purposes)

For General Enquiries:

Phone: (01) 4135994 (9am-4pm Mon - Fri)

Email: info@ncts.ie

For Integrity:

Phone: (01) 6309319 :: 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.

The ongoing maintenance of a vehicle is the responsibility of the owner and the NCT is a periodic check test that the vehicle meets minimum requirements without any dismantling of the vehicle. There are several checks and balances to ensure the accuracy of the test and a minimum consistent standard of testing.

The NCT is not and cannot be deemed a warranty simply because it is a minimum check on specified conditions of roadworthiness at the time of the test. This is why buyers of vehicles are advised to always have the vehicle independently checked or buy a vehicle from a dealer with a warranty.

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An tSeirbhís Náisiúnta Tástála Carranna
National Car Testing Service