



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 on or after 1st June 2011, these vehicles will receive a certificate that is 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. 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 chart on the back to find out what year 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 five working days notice (Monday- Friday, not including 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.

RE-TESTS, TEST FEES AND PAYMENT METHODS

The NCT costs €55.00 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, 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), 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 above).

For a replacement NCT Report, simply write in with your 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 NCT on or after 1st June 2011, these vehicles will receive a certificate that is valid till the next anniversary of first registration.

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 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. If you do not wish to be contacted for this purpose, please send your name and address to surveyoptout@rsa.ie and you will not be included in any future surveys.

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 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 test is not overdue by more than 7 days at the time of contacting NCTS.
 - An appointment has not been offered at least 1 week prior to the test due date.
 - The customer has not made specific requests regarding suitable days, times or dates
 - The customer has not declined or rearranged two or more appointments
 - The customer has not failed to attend an appointment.
 - The customer has not previously accepted or requested an appointment outside of the four week period

The points noted above only apply when an appointment has not been offered within four weeks. There is no guarantee of a test appointment at short notice for cars overdue the test.

5. Offer a free re-test for failures which do not require the use of a 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 minutes provided you arrive on time (free test if queue time to start of test is over 60 minutes).
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 or contact NCTS on 01-4135994 or email: info@ncts.ie If you are dissatisfied with the outcome of the internal appeals process, you have the right to appeal to the AA Independent Appeals Board. You also have the right to appeal to the District Court.
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.
13. If NCTS cancel a prearranged booking and do not give the owner of the vehicle 5 clear days' notice, a new test appointment will be provided free of charge.

| 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 | X |
| 1991 | | X | X | X | X | X | X | X | X | X |
| 1992 | X | X* | X | X | X | X | X | X | X | X |
| 1993 | X | X* | X | X | X | X | X | X | X | X |
| 1994 | X | X* | X | X | X | X | X | X | X | X |
| 1995 | X | X* | X | X | X | X | X | X | X | X |
| 1996 | X | X* | X | X | X | X | X | X | X | X |
| 1997 | | X | X | X | X | X | X | X | X | X |
| 1998 | | X | X | X | X | X | X | X | X | X |
| 1999 | X | X* | X | X | X | X | X | X | X | X |
| 2000 | | X | X | X | X | X | X | X | X | X |
| 2001 | X | X* | X | X | X | X | X | X | X | X |
| 2002 | | X | X | X | X | X | X | X | X | X |
| 2003 | X | | X | X | X | X | X | X | X | X |
| 2004 | | X | | X | X | X | X | X | X | X |
| 2005 | X | | X | | X | X | X | X | X | X |
| 2006 | | X | | X | | X | X | X | X | X |
| 2007 | X | | X | | X | | X | X | X | X |
| 2008 | | X | | X | | X | | X | X | X |
| 2009 | | | X | | X | | X | | X | X |
| 2010 | | | | X | | 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.

The above applies unless the vehicle has been voluntary early tested in a previous NCT cycle

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)

Fax: (01) 413 5982

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



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

NCT: For safer, cleaner motoring



An tSeirbhís Náisiúnta Tástála Carranna National Car Testing Service



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.

Revision: 06/16