



VIPER INSTALLATION FAQ

SYSTEM REQUIREMENTS

What hardware is included in the VIPER system?

Two imaging pillars (each with multiple cameras) and a camera-based undercarriage imaging platform (Virtual Lift) are included. Additional capabilities can be unlocked with OBD scanners and ACV APEX.

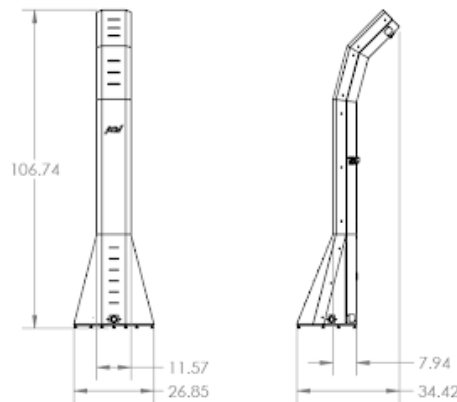
What are the dimensions of the VIPER pillars?

Height: 106.74 in.

Tower Width: 11.57 in.

Base Width: 26.85 in.

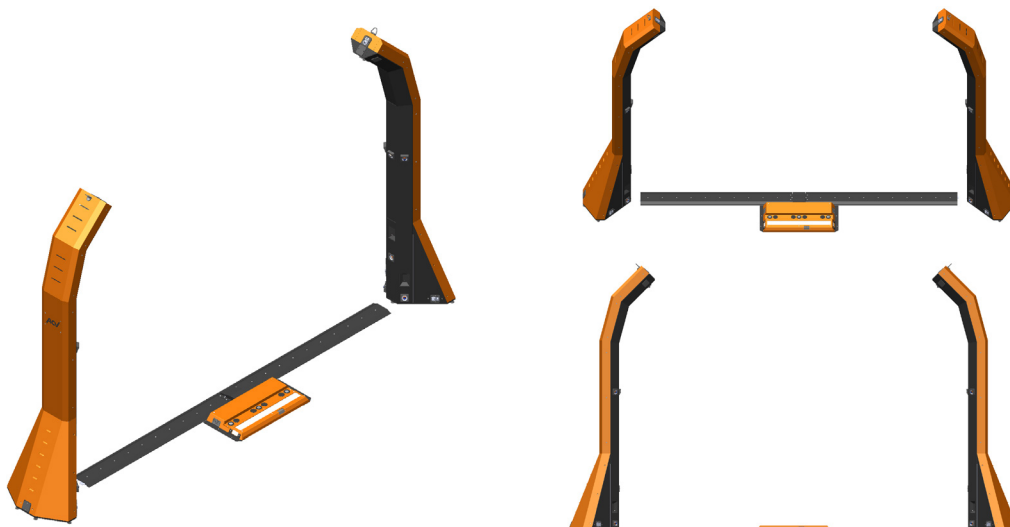
Base Depth: 34.42 in.



How much distance is needed between the Viper pillars?

The distance is 140" between pillars (camera to camera) and 182" (back of pillar to back of pillar to back of pillar). Virtual Lift is centered between the pillars.

Flooring- General Layout



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What is the length required in the drive through lane?

Minimum of 40' required between service bay doors. Capture footprint is 15' before and after the pillars. VIPER has a total of 30' capture footprint that is required.

What are the lighting requirements?

Consistent overhead light is required. Critical Note: Fluorescent overhead lighting may cause visible banding in captured images. If your inspection bay uses fluorescent lighting, please contact us for guidance on the best setup.

How invasive is the system? Do I have to dig into the concrete/floor?

Dealers may anchor the VIPER system to the floor themselves as part of the installation process. However, please contact ACV before doing so. Our team will review the installation requirements and review the standard operating procedure (SOP) to ensure the system is installed correctly.

OPERATIONS

What power and internet connections are required?

A standard 120v wall outlet and ethernet port with static IP are required (within 25').

Does the system require access to any internal network systems beyond basic network connectivity?

VIPER does not require access to internal dealer firewall networks and should be set up on its own static IP address. Note: ACV will work directly with the dealerships IT team to ensure our setup is compatible with any security concerns.

What if we already have an inspection system in our service drive?

VIPER can be installed alongside most other systems, details to be confirmed during an initial site visit.

Which capabilities will be available and how do I view the VIPER outputs?

ACV will provide a dashboard where you can view VIPER photos, Virtual Lift, and tire tread measurements. Additional capabilities are coming soon. These recordings can be used for appraisals, upsell of service products, verification of vehicle condition before/after service, and sales operations. Note: There is a program available for custom service and sales alerts. Reach out to your dealer representative to learn more.

How do I start a VIPER recording?

Recordings will be automatically triggered as the car approaches VIPER. The ACV VIPER app (available in iOS/Android app store) can also be used to view outputs on your phone.

Who can perform a VIPER recording?

Dealer employees, customers and vehicle condition inspectors can all perform recordings.

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Can I use VIPER instead of waiting for a VCI visit to inspect my wholesale?

A VIPER inspection does not replace ACV's third party condition report, but can be used for internal dealer inspections.

What maintenance is required?

We expect our dealer partners to keep the system free of general dirt/debris on a daily basis (i.e., snow removal, visible dust, salt, dirt, etc.). However, the ACV team will be available to perform holistic maintenance. Additional training and resources will be provided at time of installation. A customer care card will be provided post install.

Are there additional workflow considerations?

VIPER may require a workflow change in the service drive. Vehicles should not be parked within 20' of the pillars to allow for full recordings. Do NOT stack up vehicles in the VIPER lane or cut across the VIPER lane at an angle. ACV has additional auxiliary signage and equipment that can assist in optimizing process flow for your lane. Reach out for more information.

What speed should I drive through VIPER?

The system has a speed limit of 3mph. It is necessary for the user to drive slowly through the system in order to get optimal results.

Are we able to customize the system to our needs?

The physical hardware cannot be changed currently. If general site requirements can't be met, another rooftop will be needed. However, there may be opportunities to customize cosmetic features (colors, logos, etc.) in the future.

CONTACT INFO

Who can I reach out to for general VIPER questions?

Call your ACV/ACV MAX account representative to follow up on any questions or email vipersupport@acvauctions.com