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CLIENT RESPONSIBILITY AND GENERAL PRESPECTIVE

Clients of this service are responsible for the following before the property is scanned:

What You should do

1. Making sure the property is made available with access to all areas to be scanned. Making sure property is ready and clean.
2. Novo Reperio Sdn Bhd accepts no responsibility for the property not being scan-ready.
3. In the event the property needs to be rescanned, the full charge (or partial) for this service will apply.
4. Customer or customer's representative shall be present at the Service Location at the time of the Capture Services for smooth facilitation. (during COVID19, we can use video con to communicate)
5. When the Matterport 3D Photographer begins the 3D scanning process it is very important that the décor remains the same. Do not move anything or change the position of doors and window treatments.
6. Remove confidential or unwanted items, patch the defects.
7. Imagery in the Matterport 3D Showcase cannot be edited, so please make sure you have removed or hidden anything you do not want shown in the Matterport 3D Showcase.
8. The 3D camera array will see what is outside the windows. Plan your landscape, window washing and other outdoor services accordingly.
9. Ensuring the Service Location is free of persons, pets, or moving objects, and is in a clean, safe condition.
10. Turn on all interior lighting: lamps, accent and art illumination. Check for and replace any burnt out light bulbs.
11. Close doors to closets and rooms that you do not want to be part of the 3D scan. Open all other doors.

What we cannot do

12. We can't void mirror if its in the line of sight of the camera. Small sized mirror can be avoided, but wall, large size mirror is hard to avoid. The camera will be reflected in the mirror can be seen.
13. Holes, dirt's, defects. We can't photoshop the surface with defects. What you see in real is what you get in the final output.
14. We don't do housekeeping. We will do a quick seep through of the space before scan, we can make little adjustments but not housekeeping.

Reflective Surface and Close objects in small space.

- Reflective surfaces, like glass, stainless steel, shiny surface can create a small defect.
- Defects: Mostly it's in form of broken lines on the edge of the surface.
- Small spotlight can create a spread reflection (only if you look up)

Scanning/Production/Postproduction

- On average, it takes 1.5 hrs. to scan a 1000sqft of space (Property show unit)
- Editing happens once we satisfied with the scan> we initiate the processing.
- After 24hrs (for space below +-3000sqft) the model will be rendered. Unless the is a technical error, it might take 48 hrs.
- Post processing begins right after the model is processed.
- On average a model can be handed over within 24-48hrs. Large space will take a week for handover.