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Subject: Another video image preview bug  
Posted by [lensman](#) on Wed, 12 Dec 2012 12:48:58 GMT  
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I really like the "video" preview on each model page but now this is the second time I've written recently with a problem. First time was coloured models weren't showing up as coloured, which is supposedly being worked on and now a new one: Last night I uploaded a revision to an existing model. All went well and the static image is correct - however, the video preview still shows the old model, even now, some 11 hours afterward.

Until all the problems with this are sorted out would it not be easier to take it out of service? This must cause confusion to some customers who can't understand why the static and video images don't match, which in turn causes a lack of faith that any order they make will print correctly.

Customer Service notified.

Glenn

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