
Subject: "Your model was too small for any of our 3D Printers" -- any way to get more debugging inf

Posted by [dcltdw](#) on Wed, 10 Oct 2012 12:03:11 GMT

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Hello! First-time user with a probably foolish question.

I created a very simple model (see attachment) that's 3" in diameter and 0.354" tall. When I upload it, I get the (emailed) error:

> Your model was too small for any of our 3D Printers.

> Our printers have a minimum bounding box size (h x w x d) of 0.25 x 0.25 x 0.25 cm / 0.098 x 0.098 x 0.098 inches.

I'm wondering what I'm doing wrong.

One caveat is that I created this in Sketchup 8 and then exported it into DAE format, so I don't actually know what it looks like in a DAE viewer.

I'd be very grateful for any help. Thanks in advance!

File Attachments

1) [quartered-circle.dae](#), downloaded 72 times

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Wed, 10 Oct 2012 13:14:29 GMT

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The email should also tell you the size of your upload. I'm pretty sure your problem is units. Which units did you select at upload? I'm assuming inches? Try mm.

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [dcltdw](#) on Wed, 10 Oct 2012 13:23:55 GMT

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No, the email message didn't say anything about the size of the model.

Also, I don't see any option to specify units during upload. I just get what file to upload and a title. Should I be using something other than <http://www.shapeways.com/upload/> to upload a file?

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Wed, 10 Oct 2012 13:36:52 GMT

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Ah ok, I'll have to suggest that the email say the scale of the uploaded model. Also DAE doesn't have a unit option, but I know I read about Sketchup scale not being what you'd expect it to be. This tutorial should be helpful for you

http://www.shapeways.com/tutorials/sketchup_3d_printing_expo_rt_to_stl_tutorial

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [mkroeker](#) on Wed, 10 Oct 2012 13:48:29 GMT

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The header of this DAE file contains the line

```
<unit meter="0.02539999969303608" name="inch" />
```

and aunt google tells me that recent versions of sketchup appear to default to inches, whereas it used to be possible to choose the base unit on export.

Perhaps the import software at shapeways tries to be helpful and applies the scaling factor from the units line in unexpected ways ?

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Wed, 10 Oct 2012 13:55:03 GMT

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Are you sure it has thickness? I just opened in meshlab and it's just a flat surface.

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get

more debugging

Posted by [dcltdw](#) on Wed, 10 Oct 2012 14:22:58 GMT

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Yes, it has thickness of 0.354". When I open it in Meshlab, I can see that it has thickness. (I've never used Meshlab before, so I'm not sure how to measure lengths.)

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Wed, 10 Oct 2012 14:31:10 GMT

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Ah ok, What I was seeing is that your file includes the sketchup guy. I'm thinking he may be the issue.

File Attachments

1) [file.png](#), downloaded 164 times

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [dcltdw](#) on Wed, 10 Oct 2012 14:36:54 GMT

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Fascinating. I'll try re-uploading.

FWIW, I just tried to upload a version where everything is blown up 10x in Sketchup: so 15" radius, not 1.5" radius. That succeeded, but Shapeways is reporting the model's size at

cm: 0.3 w x 0.036 d x 0.3 h

in: 0.1 w x 0 d x 0.1 h

I switched templates in SU to be feet/inches (interior).

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [dcltdw](#) on Wed, 10 Oct 2012 14:38:59 GMT

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Btw, I tried uploading the DAE without that line -- no dice, alas.

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Wed, 10 Oct 2012 14:39:03 GMT

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I deleted the man in Meshlab and it uploaded to your specified dimensions (showing up as 3x3x.4 inches)

File Attachments

1) [quartered-circle no man.dae](#), downloaded 40 times

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [dcltdw](#) on Wed, 10 Oct 2012 14:41:15 GMT

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Likewise. If I may make a suggestion: that's something that should be noted in the pages that talk about SU.

Thanks muchly for your help!

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Fredd](#) on Thu, 11 Oct 2012 02:28:19 GMT

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I pulled the file up in blender. Each dimension in sketchups Dae according to blender was mm.354 x 3 x3. . So the DAE possibly might have scaled a Sketch up unit to a mm. I am guessing SU's basic unit of measurement might be a mm. Try it with a stl model imported to nettfab. Check the dimensions. Net fabbs dimensions usually agrees with SWs.

So if you want your basic unit in Sketchup to be regarded as an inch, when you browse your file to upload to SW, change the bottom selection to inch. It would not have mattered anyway, the model needed doubles removed, some face normals flipped, and two verts merged. Easy to fix

As for a test. create a 1 x 1 x1 cube in sketch up, export as a STL, then check dimensions in Netfabb. Or just PM me the file, lol.

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Thu, 11 Oct 2012 12:57:39 GMT

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I'm no Blender expert, but I'm fairly sure Blender units are what ever you specify them as. See the OP checked the file, and we were able to upload successfully, we know the units are inches. STL also doesn't specify units. So a 1x1x1 cube is exactly that. When you upload, you select the units, so the 1x1x1 cube can be mm, inches, or meters.

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Fredd](#) on Thu, 11 Oct 2012 19:50:49 GMT

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Thanks for posting the DAE first. Was fun to work in that format, except for the ugly gal. And great thanks to Youknowwho. I have been only exporting in STL, which setting unit measurements doesn't work. It finally sank into my thick skull when I uploaded the pendant. Setting unit measurement does effect when you upload other formats, besides STL and VMRL(?). Thanks again. I am off to kick myself in the rear several times for being stupid.

Keith

Subject: Re: "Your model was too small for any of our 3D Printers" -- any way to get more debugging

Posted by [Youknowwho4eva](#) on Thu, 11 Oct 2012 19:59:19 GMT

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I believe VRML defaults to meters. I know for STL and OBJ you have to specify the intended units when uploading to Shapeways.
