

# Model terms and conditions

## Why?

When you receive an error by uploading your models.

## Important information

Make sure you have a good internet connection and check if there is no planned or unplanned maintenance at the platform.

### 1. File formats

Check the file format. See below for the list of supported file formats:

3ds, dgn, dwf, dwfx, dwg, fbx, f2d, f3d, iam, ifc, nwc, nwd, rcp, rvt, skp, step, stp, zip

### 2. File size

Pillr has a file size limit of 1.5Gb for each modelgroup.

### 3. Upload

Try to upload your model again. Wait till the upload is processed and you will see the notification "Model ready". Proceed after you see the model placed in the modelgroup.

### 4. Contact

If the above steps did not lead to a solution, please contact Pillr by sending an email to [support@pillr.nl](mailto:support@pillr.nl)