

# FAQ

## WHAT SERVICES DOES SCANOGRAFIE SINGAPORE OFFER?

Scanografie Singapore, as implied by our company name, specializes in scanning services. We assist individuals in digitizing their artworks and documents, thereby preserving the cherished memories encapsulated within each valuable piece.

Our aim extends beyond simple digitization, we strive to enable the sharing of these artworks and documents with a broader audience and enjoy them in their most authentic representation.

## WHAT IS THE HISTORY BEHIND SCANOGRAFIE?

Scanografie Singapore was born from the founder's genuine passion and deep love for art. Recognizing a gap in the market for precise scanning services tailored to artworks, we embarked on a mission to support the art community. This driving force led to the establishment of Scanografie Singapore.

As we continue to expand, our proficiency and technical know-how have undergone significant growth. We now possess the expert knowledge required to scan these exquisite fine art pieces, empowering artists in this field to truly shine. Moreover, we specialize in an array of document scanning services, tailored to meet the unique requirements of different industries and purposes.

## WHAT TYPE OF ARTWORKS CAN YOU DIGITIZE?

To ensure optimal results, we employ a state-of-the-art large-format Cruse scanner designed specifically for digitizing a wide array of artworks. These can encompass paintings, graphics, watercolor and pen drawings, etchings, antique books, artifacts, land and sea maps, panels, tapestries, and various other forms of fine art. Whatever the medium, we're equipped to handle it and eager to collaborate with you on your digitization needs.

## WHAT'S SO SPECIAL ABOUT YOUR SCANNER?

In contrast to traditional photography methods, utilizing the Cruse scanner offers significant time savings. This efficiency is not only due to the scanner's simple operation but also its utilization of highly advanced technology. Our Cruse scanner is equipped with CMOS cameras which are 100% non-contact based resulting in a homogeneous and totally stable illumination of the scan area. It surpasses every other system available in Singapore currently because every square millimetre of the original is lit exactly the same. This is impossible to achieve in the case of traditional photography. Any special textures in your artwork can be highlighted using a low angle so as to capture depth. Using our Cruse scanner, any uneven lighting, unwanted reflections or lack of depth is completely eliminated.

In the realm of artistry, preserving the intricate details of our artwork exactly as they are is paramount. Achieving this level of accuracy can often prove challenging with traditional photography methods.

## WHAT IS THE SCANNING PROCESS LIKE?

Our scanning process is as follows:

1. The scanning table is cleaned and prepared to receive your artwork. Your artwork will be placed on a velvet cloth. Any dust on the surface of the artwork will be removed using a dust blower. If you do not want us to use the blower, please inform us beforehand.
2. The scanning process starts and the scanning table is guided under the line-scan digital camera with minimal load.
3. Finally, when the scan is done, the file is transferred to a digital media for you to take home. This process takes anywhere from thirty minutes to one hour depending on the size of the artwork and desired resolution.

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## **WHAT RESOLUTIONS CAN YOU SCAN AT?**

We are able to scan at 300ppi, 400ppi, 500ppi, 600ppi, 800ppi and 1000ppi.

## **WHICH RESOLUTION SHOULD I GO FOR?**

It depends on what you would need the file for. For web and 1:1 reproduction, 300ppi would be sufficient. For smaller originals or if you need to reproduce it at a larger size, we would recommend 600ppi or higher. If you have doubts, please do not hesitate to enquire with us.

## **DO YOU NEED TO KNOW THE SIZE OF MY ORIGINAL?**

Yes, this is very important to enable us to give you an accurate quotation.

## **WHAT IS THE TURNAROUND TIME?**

Generally, regular scans can be completed within one day. However, more complicated scans may require additional time. Rest assured, we will communicate any necessary time frame adjustments to you during the scanning process

## **DO YOU OFFER COLOR CORRECTION OR RETOUCHING SERVICES FOR SCANNED ARTWORKS?**

Certainly, we offer complimentary basic retouching services to ensure that your scanned artworks meet the highest standards of quality and clarity. Whether it's adjusting colors to accurately reflect the original artwork or removing minor imperfections, our skilled team is dedicated to enhancing your artworks to perfection.

## **CAN YOU HELP TO PREPARE THE PRINTING FILE?**

We won't be able to handle the preparation of the printing files. However, there's no need to worry, as the printing company will take care of tasks like color matching and final file preparation.

## **DO YOUR PRICES INCLUDE GST?**

Yes.

## **HOW CAN I MAKE A BOOKING?**

To schedule an appointment, kindly reach out to us via email at [scanografie@gmail.com](mailto:scanografie@gmail.com). Please specify your preferred date and time, along with the size of the originals and the desired resolution. We kindly request a minimum of 1 working day notice. Rest assured, we will promptly respond with a confirmed time slot and a quotation for your convenience.

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## WHAT SHOULD I PREPARE?

At the appointed date and time, please bring the originals as well as a thumb drive for us to store your scans. If you would like us to send it to you digitally, please let us know.

## HOW LONG DO YOU KEEP THE SCANS FOR?

We understand that the artworks are the property of our clients, and we do not wish to keep the scans longer than needed. We normally keep scan records for 30 days, and if we do not hear from you (in the case of any edits or corrections), the scans are purged from our records.

## WHERE IS YOUR OFFICE LOCATED?

Our address is 81 Ubi Ave 4 #03-18 UB.One, Singapore 408830  
<https://maps.app.goo.gl/x4EzWgfTCUZgTA2QA>

## WHAT ARE YOUR OPENING HOURS?

We are open from Mondays to Fridays, from 8:30 AM to 5:30 PM, with a lunch break between 12:30 PM to 1:30 PM. Please note that we are closed on Public Holidays. Additionally, any upcoming closure dates will be communicated to you in advance on our social media platform.

## ARE YOU ON SOCIAL MEDIA PLATFORMS?

You can find us on:

Instagram: @scanografiesg (<https://www.instagram.com/scanografiesg/>)

Facebook: <https://www.facebook.com/scanografie/>

Be sure to follow us to stay updated on any promotions or special events we may have in store!

