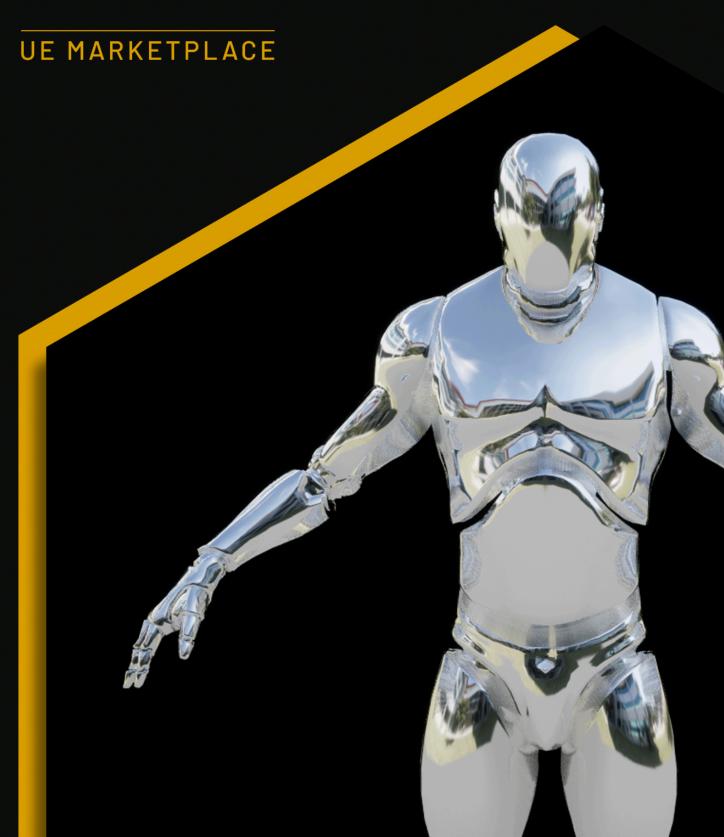# SCANS
FACTORY

FAQ

Hello,

Here are most of the questions you ask us. It's great to make content for You and we hope it will be convenient for you to have a basic FAQ. It will be updated with more frequent questions. Thanks for supporting us!

Scans Factory Team

When will there be any sales??

We have promotions scheduled throughout the year. We can never share any sales period information about official Epic promotions. From 2023 we have a launch discount at 30-50% OFF

What is the performance of your package?

For each package, we try to test it on a different computer and save it in the package description below the Youtube walkthrough. Overall, we're trying to make the package playable on a fairly standard PC - GTX 1070, in Full HD resolution. Most of our packages work fine with at least 60-70 FPS on this platform. Of course, you can always better optimize the level according to your needs. We also leave options to improve the quality if you don't care about FPS :) Unreal has a lot of options to do it.

Since UE5 Epic wants to make it a little different. With high quality settings you should hit 60 FPS and with Epic quality you should have 30 FPS. We will follow that path. And to make sure you know what you are buying we will have a DEMO version of our packages to test.

If you have detailed questions regarding memory usage, collisions, statistics, etc, please write to us and we will be happy to provide you with screenshots.

Is there included any of the content we see on screens and videos?

Yes, of course. Except for the music from the fly-through version to which we can send a link.

Can I use our content on other engines (Unity etc.)

You can. The only restriction is that you cannot resell our source files. This means that it will be impossible, for example, to create a course in which you share our source files. Please be aware that you can't use any part of Epic content(mannequin, pawn animation etc.) If you have any doubts please check Epic Games Marketplace rules:

https://www.unrealengine.com/en-US/marketplace-guidelines#4

https://marketplacehelp.epicgames.com/s/article/Can-I-use-these-products-in-other-gaming-engines-like-Source-or-Unity?language=en_US

An important note is that some packages have already been officially transferred to the Unity Asset Store: https://assetstore.unity.com/publishers/46250

Can I use your maps in my game/film project?

Yes, you can. You can make changes or leave it as it is. You just can't resell or redistribute our source files. For example, you can't make tutorials or free demo scenes based on our content.

There will be support for the X.XX engine version?

It will be when Epic will officially support this version. For our long-term plans, we wanted to keep support for the older packages as long as it will be wise. Our general policy is also to leave version support at least one year back.

When will be a big update for the package?

We have a rule that after the first 10 reviews we prepare larger content updates depending on what our customers choose. Updates of minor fixes following e-mail notifications are not officially communicated. Since 2023 we will be gathering reviews for updates only for the first 3 months. There will be as much new content as many new every 10 reviews we will gather. After that moment the package will stay as it is(except for critical, needed updates/fixes). And to make it even easier our new packages will start at 50% OFF price.

There will be UE5 Nanite or Lumen support?

We will support that pipeline since 5.1 of every of our packages. Epic looks like it wants to invest everything in that technology and as we are small we will follow that. For a few of our upcoming packages, we will still support the standard lighting pipeline for versions 4.27-5.0. If you still need and prefer that path please let us know in review - if there will be enough of those voices we will try to keep that pipeline somehow.

Will be your products for free in Epic Free content?

We have no plans to participate in Epic Free content with new big packages. It could be only with packages cheaper than 100$ or older than 2 years. If one of our packages will be on sale and you just bought our product in the last 1-2 months please write to us.

I purchased your package, but I can't add it to my Unreal Engine project as if it wasn't assigned to my account.

Check the type of license you purchased. Some of our packages include an additional UEFN license, which provides only assets dedicated to the Fortnite editor. A package with this license also does not include our demo scene. If the purchase was made by mistake, you will need to request a refund and acquire the correct license.

How can I change the purchased license to a different one?

At the moment, there is no technical possibility to upgrade the license to a higher one, e.g., through a partial payment. If you need a different license, you will have to purchase a new one. If you believe you are entitled to a refund for your previous purchase, please send us a message describing your case. We will assist you and provide further instructions.

Contact:
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