

EPS Troubleshooting

Not sure of the difference between vector and non-vector files? Don't worry. We've created this guide to help.

Your profile will be uploaded to the Collision from Home mobile and web app. To do this, we need a high-quality, scalable vector file of your logo – otherwise known as an EPS file. We use EPS format because it can be enlarged indefinitely without losing

Getting started

What is an EPS logo?

An EPS (encapsulated post scripted) logo is a vectorised (outlined) image that allows us to expand and decrease your logo to fit your startup profile without compromising its quality.

What NOT to do

Do not change the file name of the logo to .eps when you are saving the file, this will not work.

How to make an .eps logo:

Firstly, you should ensure that you, or your designer, has the original design format of your logo. This is most commonly in **.ai** format. This is an **illustrator file** and works best for turning your logo into an **.eps**. Sometimes logos are designed in other formats such as .psd (photoshop). These can also be turned to .eps, **but the ideal format for saving a logo to .eps is by using an original illustrator file (.ai).**

***N.B** Applying the below steps to a .jpg, .png or another non-vectorised format **may** still allow you to upload successfully to your startup page, but the quality will not be as high as an original illustrator-outlined eps.*

Getting started

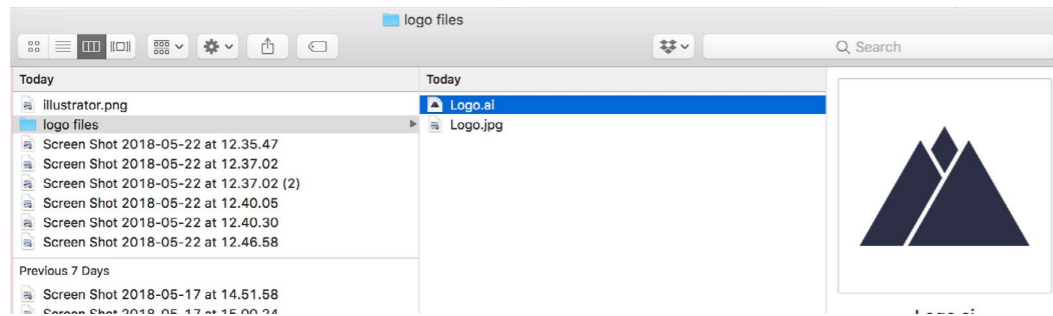
Step one:

Open Adobe Illustrator



Step two:

In Illustrator, click file, open, and locate the logo on your computer from the pop up menu (see below).



Step three:

To ensure your image is a true vector in the menu bar click **view**, then click **outline** in the drop down menu, as in Fig.1 (the quick shortcut for this is CMD Y for apple or CTRL Y for PC). If all you see is the outline of your image (Fig.2), then you have an outlined/vector image and are good to go on to the next step.

N.B If you are trying to save your .eps from a .jpg or .png file, your image will not be outlined as above. If you do not have a vector version of your logo, you will need to ask your designer or an online designer service such as [VistaPrint](#), [99Designs](#) or [DesignCrowd](#) to create one.

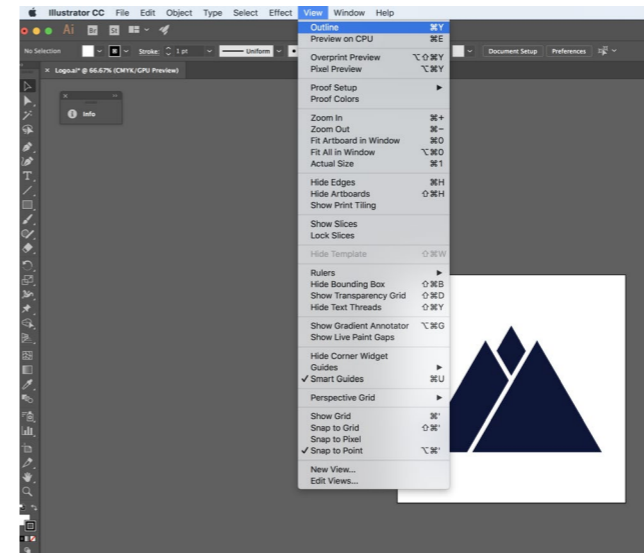


Fig. 1

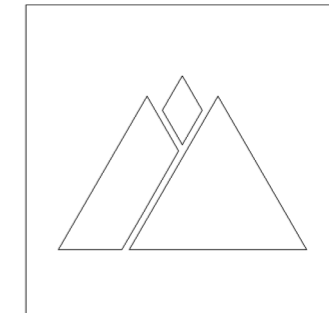


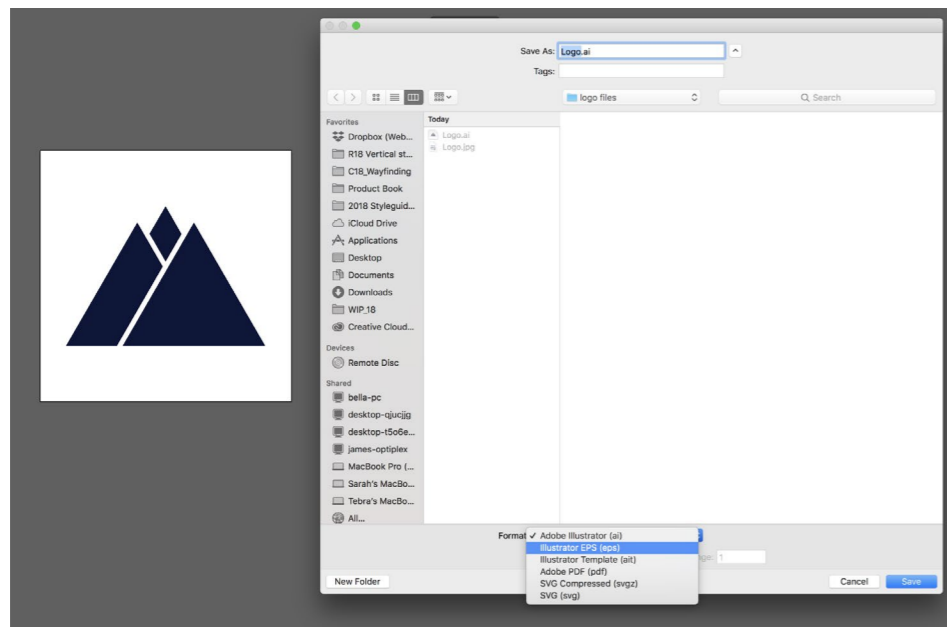
Fig. 2

Getting started

Step four:

To save the file as an .eps, click file, save as, and the menu below will pop up. In the format section near the bottom of the pop up, choose illustrator EPS (eps) and click save.

When saving your eps in the pop up below, please ensure that the **Use Artboards** box is checked off. This is to avoid any unnecessary white space around your logo.



Step five:

Upload the .eps to your startup profile.

Step six:

If you are still having issues, review below.

Recap:

Step one: Open Adobe illustrator.

Step two: Locate your logo; ideally, the format should be **.ai** (illustrator format) or another editable file format (e.g **.psd**) before saving to .eps.

Step three: Ensure image is vectorised (an original .jpg or .png can not be outlined in illustrator).

Step four: Save as .eps logo.

Step five: Upload the eps to your startup profile.

Step six: If you are still having issues, review below for more detailed information.

Troubleshooting

1. Not valid for print?

Warning message	FAIL: Your logo is not valid for print
Advice	We can only accept valid EPS logos. The logo you have uploaded is not a valid .eps file therefore not a valid vector. If you do not have a vector version of your logo, you will need to ask your designer or an online designer service such as VistaPrint , 99Designs , or DesignCrowd to create one.

What is a vector logo?

Vector logos are scalable in size, allowing them to be enlarged to fit the side of a blimp or reduced to the size of a business card without jeopardising quality. By creating a 100% vector file you're ensuring your brand identity is represented in the highest quality, no matter the situation.

Why is it failing?

1. Your logo could contain an image or .jpg file. Images are made of pixels – when they increase in size, the quality deteriorates. See an explanation [here](#).
2. You have changed the file name. Renaming a file “logo.jpg” or “logo.png” to “logo.eps” will not create a vector file. A file must be saved as an .eps using a programme such as Adobe Illustrator.

How do I convert my file to a proper vector/EPS logo?

If you have designed your own logo in Illustrator, make sure you remove any images from the file, or convert the image to a vector. Check a demo [here](#). Once converted, save as an .eps.

2. Bitmaps in your logo?

Warning message	WARNING: Your logo might appear pixelated
Advice	Your logo file includes bitmaps. There is a possibility your logo will appear pixelated. *This is a warning. You can still submit your logo with bitmaps at your own risk, however for the best quality, we recommend asking your designer to remove the bitmaps.

What are bitmaps?

Bitmaps are another name for an image/.jpg file.

This means that your logo may contain an image but not at a large size, which may or may not affect the quality when displayed on your startup profile. We advise that you remove all images/bitmaps to avoid pixelation and loss of quality.

How do I remove bitmaps from my logo or convert to a vector?

Check a demo [here](#).

Troubleshooting

3. Font converted to outlines/font matched?

Warning message	FAIL: Your logo's font is not converted to outlines
Advice	Your logo's font is not converted to outlines. You will need to ask your designer to convert the font to outlines and resubmit your logo.

What are fonts and outlines?

When working with fonts, you should either embed your font in the logo file, or convert the fonts to outlines. If you fail to do this and use a font not installed on your computer, a substitution will be made. The substitution is almost always poor, and your brand will be misrepresented.

It's important to outline your fonts so that we won't need to have your personalised font installed on its system. To maintain the perfect look, and smallest file size, convert your fonts to outlines.

How do I convert my logo's font to outlines?

Check a demo [here](#).

4. No spot colors?

Warning message	WARNING: Your logo uses spot colour
Advice	*This is a warning. Your logo can be uploaded with spot colours, but to achieve the best quality, we recommend asking your designer to remove them.

How do I remove spot colours?

Check a demo [here](#).

Troubleshooting

5. CMYK colour space?

Warning message	FAIL: We cannot recognise your logo's colour space
Advice	The color space used in your logo is not recognisable. You will need to ask your designer to convert your logo's colour space to CMYK.

Warning message	WARNING: Your logo uses Pantone colour space
Advice	Your logo uses Pantone colour space. Pantone colours are also known as spot colours. *This is a warning. You can still submit your logo with Pantone colour space, we recommend asking your designer to convert your logo's colour space to CMYK. How do I convert my logo to the correct colour space? Check a demo here .

Warning message	WARNING: Your logo uses RGB colour space
Advice	Your logo uses RGB colour space. *This is just a warning. You can still submit your logo with RGB colour space How do I convert my logo to the correct colour space? Check a demo here .

What are colour spaces?

Having your files created in a recognised colour space helps ensure that your colours are represented properly in various programs and processes. The most common colour spaces for production are RGB, CMYK, and Pantone.

6. Does not use gradients?

Warning message	WARNING: Your logo uses gradients
Advice	*This is a warning. You can still submit your logo with gradients.

What are gradients?

Gradient fills are used to create transitions between colours. They are usually used to add volume to flat vector objects, creating light and shadow.