We get a lot of questions about floors not showing up in rooms or acting weird, not corresponding. These are usually caused by glitches in the wall structure. Sometimes we repair this for our users but in this doc we explain how you prevent it and how to fix plans yourself.

**Recognize this?**

You’re creating an overlapping wall. See page 2

**or this?**

This is also a case of wall overlap See page 4

**or this?**

You have 2 corners too close to eachother. See page 6

**or this?**

You have a surface that won’t appear in 3D. See Page 8
Floorplanner tricks

Repairing your floorplan

Overlapping walls

If walls overlap each other, our room detection won’t work. Fix this as soon as possible because it gets more difficult to track and fix these errors while your plan grows in complexity.

Fixing overlapping walls

Method 1: splitting and connecting

1. Split the first wall
2. Split the second wall
3. Drag the split point on top of each other. Your rooms will be detected again!
4. Drag the split point to the right position.

Preventing overlapping walls

It’s better to do draw like this:

Draw your rooms one by one without letting walls overlap.

Another fail-safe method is to draw your exterior walls first, then add your rooms one by one.
Floorplanner tricks

Repairing your floorplan

Overlapping walls

If walls overlap each other, our room detection won’t work. Fix this as soon as possible because it gets more difficult to track and fix these errors while your plan grows in complexity.

Preventing overlapping walls

It’s better to do draw like this:

Draw your rooms so that the 2nd corner snaps to an opposite corner.

Like this

Then, drag your walls so they line up if you wish.
Floorplanner tricks

Repairing your floorplan

Unconnected corners

If wall corners are too close to each other, this can result in buggy floorplans where your rooms won’t show, or maybe even your flash-player crashes, making you loose unsaved changes, having to go back a few steps. grrrr

Preventing unconnected corners

Simply make sure you don’t put your wall corners too close. Check your white dots regularly by hoovering over a wall.

Sometimes it happens by accident when you drag a wall towards a corner, or draw a wall from an opposite side. It can happen that you think your dots are connected but in fact they aren’t. Just be aware this can happen!

Fixing unconnected corners

The wall corners tend to snap to each other when you drag the wall. Drag your wall a bit so they snap to each other.

You’ll see the rooms will be recognized correctly again.
Disappearing surfaces

Did you draw a surface that just doesn’t show up in the 3D?

This is often a double corner in your surface.

Select the surface that your missing. Try to move the corners one by one to see if they are double. Then move the corner back on top of the other. This will delete one of them. You can also click on the corner and press delete/backspace.

Check your plan in 3D to see if it reappears. If it doesn’t check the nodes again.