

### Mailing Address:

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pre-sales questions or order status: [sales@tactrix.com](mailto:sales@tactrix.com) PLEASE NOTE: we frequently ship daily Monday through Friday, but since we're a two person company, your order may take two days to ship occasionally. You will receive an automated email with tracking information later in the evening of the day your order ships.

technical support for users: [support@tactrix.com](mailto:support@tactrix.com) PLEASE NOTE: If you're contacting us for technical support,

**the fastest way to help us solve your problem is for you to include:**

1. year, make, model, and market (USDM,EDM,etc.) of the vehicle
2. operating system of the Windows PC you're using
3. a full copy and paste of everything in the 'Task Info' window on the right side of the EcuFlash layout
4. details of the issue you're experiencing including whether or not you've ever been able to previously successfully reflash with the OpenPort and/or PC that you're using