

Support Blogs



LAUNCH

Launch Tech USA has established itself as a trusted leader in automotive diagnostics and aftermarket solutions—delivering cutting-edge technology and reliable support to the American market.

Backed by over **34 years of industry experience**, a **global R&D team of 800 engineers**, and **more than 2,600 patents**, Launch Tech USA continues to introduce innovative products each year, consistently evolving with the latest advancements in vehicle diagnostics and technology.



Our Mission

Our mission is to provide innovative, high-quality, and affordable tools that help automotive professionals work smarter.



Our Values

We champion innovation, quality, and efficiency to empower professionals and stay competitive.



Our Vision

Our vision is to be the core business of global telematics.

Global engineering. Local U.S. accountability.



GLOBAL HEADQUARTERS

Launch Industrial Park
Longgang District, Shenzhen, China

Corporate leadership, core R&D and global platform development.



U.S. HEADQUARTERS

4701 E Airport Drive
Ontario, CA 91761

U.S. sales, technical support, field support, warranty/RMA and partner coordination.

Regional sales and field-support coverage extends across the United States and Canada.

Getting Started

Start with your exact tool model. Find the included setup guide, complete any required account registration and activation, and install/update your tool's software.

- First-time setup and account registration
- Your first connection and diagnostic session
- Learn more

Resources [Contact Launch](#)

Support Hours Monday-Friday, 8:00 AM-8:00 PM Eastern Time (ET)

Tool support phone 877.528.6249 ext. 4

Tool support email support@launchtechusa.com

Vehicle Coverage

Check the vehicle and the function you need before taking on the job. Launch provides separate resources for diagnostics, TPMS and ADAS.

- Diagnostic vehicle coverage
- TPMS sensor and vehicle coverage
- ADAS calibration coverage

Resources [Diagnostics](#) | [TPMS](#) | [ADAS](#)

For alignment specifications, check the alignment software database or ask Launch about the exact vehicle. Diagnostic and ADAS lookups do not replace an alignment specification check.

Video Tutorials & Training

See Launch tools in use and build confidence with the workflow. Explore the Launch Tech USA video channel, or contact the team about training for your equipment.

- Product demonstrations and tutorials
- Help learning a new workflow
- Training inquiries through the Launch team

Resources [Launch video channel](#) | [Ask about training](#) | [Find field support](#)

Warranty & Repair

Review the current warranty terms and use the appropriate return authorization form. Keep the purchase invoice and tool serial number available when requesting service.

- Warranty terms and eligibility
- Diagnostic tool return authorization
- A separate return form for ADAS equipment

Launch publishes a standard 12-month limited warranty. Extended warranty for eligible PRO Line tools has additional subscription conditions. Review the full current terms for eligibility, exclusions and deadlines.

Resources [Warranty terms](#) | [Diagnostic RMA](#) | [ADAS RMA](#)

Contact Launch Tech USA Support

Need a hand with your tool or ADAS equipment? Contact the appropriate support team with the model, serial number and a clear description of the issue.

- Tool and ADAS support by phone or email
- Regional field support contacts can be provided by customer service.

Support hours Monday-Friday, 8:00 AM-8:00 PM Eastern Time (ET)

Tool Support

877.528.6249 ext. 4

support@launchtechusa.com

ADAS Support

877.528.6249 ext. 114

adassupport@launchtechusa.com

What to include with an email support request

Have the tool model and **serial number**, software version, exact error message and what you have tried. For a vehicle issue, include its year, make, model, VIN and the requested function. Photos or a saved diagnostic report can help explain the problem.

TPMS

Coverage [TPMS coverage](#)

Launch Support Hours Monday-Friday, 8:00 AM-8:00 PM Eastern Time (ET)

TPMS Support Phone 877.528.6249 ext. 4

TPMS Support Email support@launchtechusa.com

Update your Launch TPMS Tool

The Launch Tech USA TSAP-6 can be updated via WiFi or the [WebVT App](#).

You can also download the WebVT App via the following link:

<https://webvt.ateq-tpms.com/>

Coverage

Know you're covered before you start!

Official resources [Diagnostic coverage](#) | [TPMS coverage](#) | [ADAS coverage](#) |
[Confirm a specific function](#)

Let us know how we can help!

