

TECHNICAL MANUAL  
2027+ E-SPARTAN



BUILD GX AXS 12S  
COLOR VELVET CONCRETE

WE MAKE RIDERS

# DEVINCI



## ABOUT OUR MANUALS

Like many sports, cycling involves risk of injury and accidents, so you must be fully aware of these risks. Neither the manufacturer, the retailer, nor the person who sold you the bike, nor the people who maintain the trails are responsible for these risks. As you are solely responsible, it is, therefore, essential that you read and fully understand all the parts contained in this manual.

To enjoy maximum safety and enjoyment right from the get go, it is important that you are familiar with your new bike, its handling and its possibilities. It is your duty to maintain your bike well and reduce the risk of injury. Biking can be a dangerous activity, even under the best conditions. These are risks associated with using a bicycle that cannot be predicted or avoided. These are the sole responsibility of the cyclist.

## YOUR AUTHORIZED DEVINCI RETAILER

Your authorized Devinci retailer is at your service to guide your choices of bike and accessories which are best suited to the style of biking you wish to perform. This will help you maintain your equipment in good condition so that you can take full advantage of your investment. The staff at your authorized Devinci retailer have the training, experience and tools to carry out the repairs and provide you with reliable advice.

However, your authorized Devinci retailer cannot make decisions for you, and cannot be held responsible for your lack of knowledge, experience, qualification or common sense. However, it will take the necessary time to explain the operation of a component or to help you choose an accessory that meets your specific needs.

For further information, please see the Devinci's User Manual available on [www.devinci.com](http://www.devinci.com) and the Bosch manuals available on <https://www.bosch-ebike.com/en/help-center>, or you can ask your authorized Devinci retailer. He will take the time to answer any questions you may have and will advise you with great pleasure.

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## PLEASE READ BEFORE USING YOUR BIKE

Even if you have already ridden a bike for years, it is important to be aware of the information contained in the User's Manual and the Specific Manual PAB (Power-Assisted Bike). Read them carefully before riding your bike:

- These documents contain important information.
- Understand the use, layout and maintenance of each electrical components of your new PAB.

### YOUR SAFETY AND THOSE OF OTHER IS PARAMOUNT

- Never ride the bike without its battery; the battery must be on the bike when you head out, otherwise there will be no lights on the bike.
- Never ride the bike without a saddle; failure to comply with this rule could lead to accidents.
- Inspect your bike to make sure there are no loose screws or components or damages. In the event of a defect, visit your authorized Devinci retailer for a repair.
- A PAB is faster than a normal bike, risks of accident with other users on the road may occur.
- Ride under the conditions mentioned in the Owner's Manual.
- For PAB's that have a rear rack: the limit is 20 kg.

### THE ELECTRICAL SYSTEM REQUIRES CAREFUL HANDLING

- Do not clean the bike with a high-pressure jet. The system is sensitive to moisture. High-pressure water may seep into the connectors or other parts of the electrical system.
- Handle the battery carefully and pay attention to electric shocks. Failure to comply with this instruction could lead to abnormal heating or severe damage. In very rare cases, the consequences of an electrical shock could lead to a fire. In case of doubt, have the battery inspected by an authorized Devinci retailer.

PERFORM MAINTENANCE OF THE BATTERY AS MENTIONED IN THE TECHNICAL MANUAL.



**NOTE → FAILURE TO FOLLOW THE INSTRUCTIONS BELOW MAY DAMAGE THE BATTERY AND REQUIRE YOU TO PURCHASE A NEW BATTERY KIT.**

- Charge the bike with the Bosch charger only;
- It is not recommended to keep the battery connected to the charger for a long period;
- If the battery remains uncharged for a long time, it can lose a significant part of its effectiveness;
- Store the battery in a well-ventilated and dry place. Pay attention to moisture;
- Monitor the storage temperature and try to avoid discrepancies. For example, do not leave the battery in your car during summer or leave the battery outdoors during a storm in winter.

### FACTORS THAT SHORTEN THE SERVICE LIFE OF YOUR BATTERY

- Heavy-duty use;
- Charging your battery at cold temperatures;
- Storage at over 30°C ambient temperature;
- Prolonged storage in a fully charged or fully discharged state ;
- Parking the eBike in direct sunlight ;
- Regular complete «discharge» of the battery.

### FACTORS THAT EXTEND THE SERVICE LIFE OF YOUR BATTERY

- Low load
- Storage at a temperature between 10 and 20°C
- Storage at approximately 30 – 60 % charge status
- Parking the eBike in the shade or in a cool location

For further informations, visit the [site web de Bosch](https://www.bosch.com).

### FOLLOW THE TRANSPORT INSTRUCTIONS FOR YOUR PAB

- Comply with local laws regarding transportation on the PAB;
- A PAB is heavier than a normal bike, so you must be careful when transporting it. Check that the maximum load of the rack, roof or bike rack used is respected. Refer to the support manual used;
- The Li-Ion battery of your PAB, due to its size, is considered a «Class 9 dangerous good» during transport. Applicable regulations could limit transport of a separate Li-Ion battery (when the battery is not on the bike) in some places. This regulation applies to several airlines and a number of road transport companies. On the other hand, if you are planning to move around with a full PAB (when the battery is on the bike), regulations are less strict. In case you use these transport methods, check the regulations that apply to your PAB with your transport company before booking.

### VISIT YOUR AUTHORIZED DEVINCI RETAILER FOR REGULAR MAINTENANCE OF YOUR NEW PAB

- Only your retailer has the know-how and the proper equipment to maintain your PAB.
- If you have any question about your PAB, please ask for assistance from your retailer.



# TECHNICAL SPECIFICATIONS



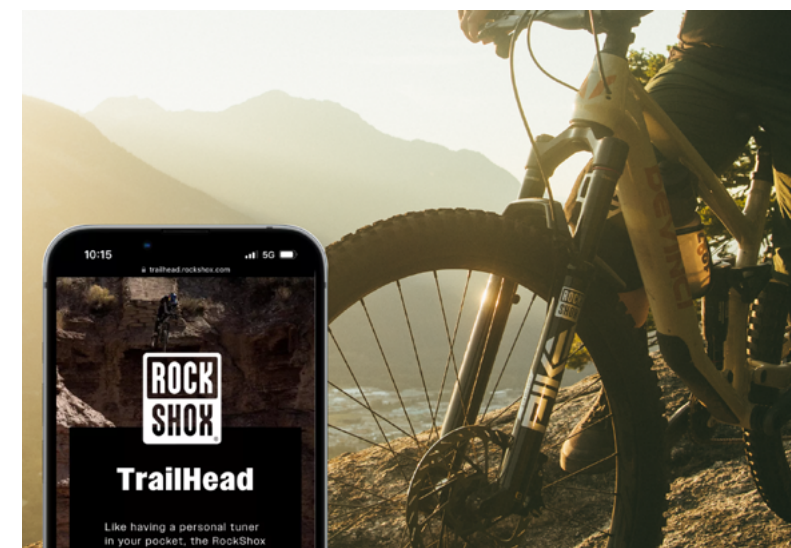
## FORK TRAVEL ALTERATION



The Devinci E-Spartan is specifically designed and tested for use with either a **170 mm or 180 mm travel** single crown front suspension fork. Forks exceeding **180 mm** of travel are not recommended and will void the original frame warranty.

The maximum allowable axle-to-crown length for the Devinci Spartan is **596 mm**. Exceeding this measurement may compromise the bike's performance and structural integrity, potentially leading to frame failure and serious personal injury.

The Devinci E-Spartan is not compatible with dual-crown forks and is not rated for dual-crown fork use under any circumstances. Installation or use of a dual-crown fork will void the frame warranty and may result in severe damage to the frame and unsafe riding conditions.



### SUSPENSION SET UP

Suspension specialist in your pocket! The RockShox TrailHead app is a starting point for dialing in your suspension settings, ensuring a perfect ride experience.

WEB: [START](#)

APPLE STORE: [DOWNLOAD THE APP](#)

GOOGLE STORE: [DOWNLOAD THE APP](#)

# TECHNICAL SPECIFICATIONS

E-SPARTAN

SIZES AVAILABLE  
S | M | L | XL

HEADTUBE DIMENSIONS			
1. UPPER (S.H.I.S)	ZS44		1-1/8" ZEROSTACK
2. LOWER (S.H.I.S)	ZS56		1.5" ZEROSTACK
CRANKSET			
3. STANDARD		BOSCH TYPE	
4. ISCG MOUNT		BOSCH TYPE	
ELECTRIC ASSIST BOSCH			
5. DRIVE UNIT COMPATIBLE		BOSCH PERFORMANCE LINE CX BDU38	
6. BATTERIES COMPATIBLE		BOSCH POWERTUBE 800   800WH	
7. SPEED SENSOR TYPE		BOSCH DROPOUT TYPE / RIM MAGNET	
8. BATTERY EXTENDER		BOSCH POWERMORE 250 250	
MECHANICAL DRIVETRAIN (1X)			
9. REAR HUB SPACING O.L.D. (OVER LOCKNUT DIMENSION)		148 MM	
10. MAXIMUM & MINIMUM CHAINRING	36T		32T
11. SMALLEST COG COMPATIBLE		9T	
12. BIGGEST COG COMPATIBLE		52T	
13. MAXIMUM & MINIMUM RECOMMENDED CHAINLINE	55 MM		55 MM
14. MIN Q-FACTOR / MIN R-FACTOR	174 MM		144 MM
SEATPOST & SEATCLAMP			
15. SEATPOST OUTSIDE DIAMETER (OD)		31.6 MM	
16. SEAT TUBE OUTSIDE DIAMETER (OD)		34.9 MM	
17. DROPPER POST COMPATIBLE		Yes	
BRAKES			
18. BRAKE MOUNT (FRAME)		DIRECT MOUNT 200 MM	
19. MAX ROTOR SIZE COMPATIBLE (FRAME)		220 MM	
ACCESSORIES			
20. WATER BOTTLE SIZE (FRAME)		22 OZ	
21. PROTECTORS		DOWNTUBE, MOTOR, CHAINSTAY	

GEOMETRY INPUTS			
E-SPARTAN   170 MM FORK   165 MM TRAVEL			
22. FRONT SUSPENSION (TRAVEL & SAG)	170 MM		25%
23. FORK (AXLE-TO-CROWN & OFFSET)	586 MM		44 MM
24. REAR SUSPENSION (TRAVEL & SAG)	165 MM		25 %
25. SHOCK EYE-TO-EYE   STROKE	205 MM		65 MM
26. SPRING TYPE COMPATIBILITY		AIR - COIL	
27. SHOCK PIGGYBACK COMPATIBILITY		YES	
28. SHOCK ORIENTATION		VERTICAL	
29. UPPER SHOCK HARDWARE DIMENSION		TRUNNION	
30. LOWER SHOCK HARDWARE DIMENSION		10 MM X 35 MM	
31. FRONT & REAR WHEEL GEOMETRY	63-622 - 745 MM		63-584 - 715 MM
32. FRONT & REAR WHEEL MAX ETRTO	65 - 622		65 - 584

**17 MAX INSERTION LENGTH**  
SMALL - 240 mm  
MEDIUM - 270 mm  
LARGE - 300 mm  
X-LARGE - 340 mm



**i** The **lower** position of the inserts is reserved for the **water bottle holder**, while the upper position is exclusive to the Bosch Powermore 250 battery extension.

**The Powermore 250 battery is not compatible in the lower position.**

This position would damage the shock absorber as well as the Powermore 250. Devinci disclaims any responsibility for improper installation that would cause damage to the suspension and Powermore 250 battery.



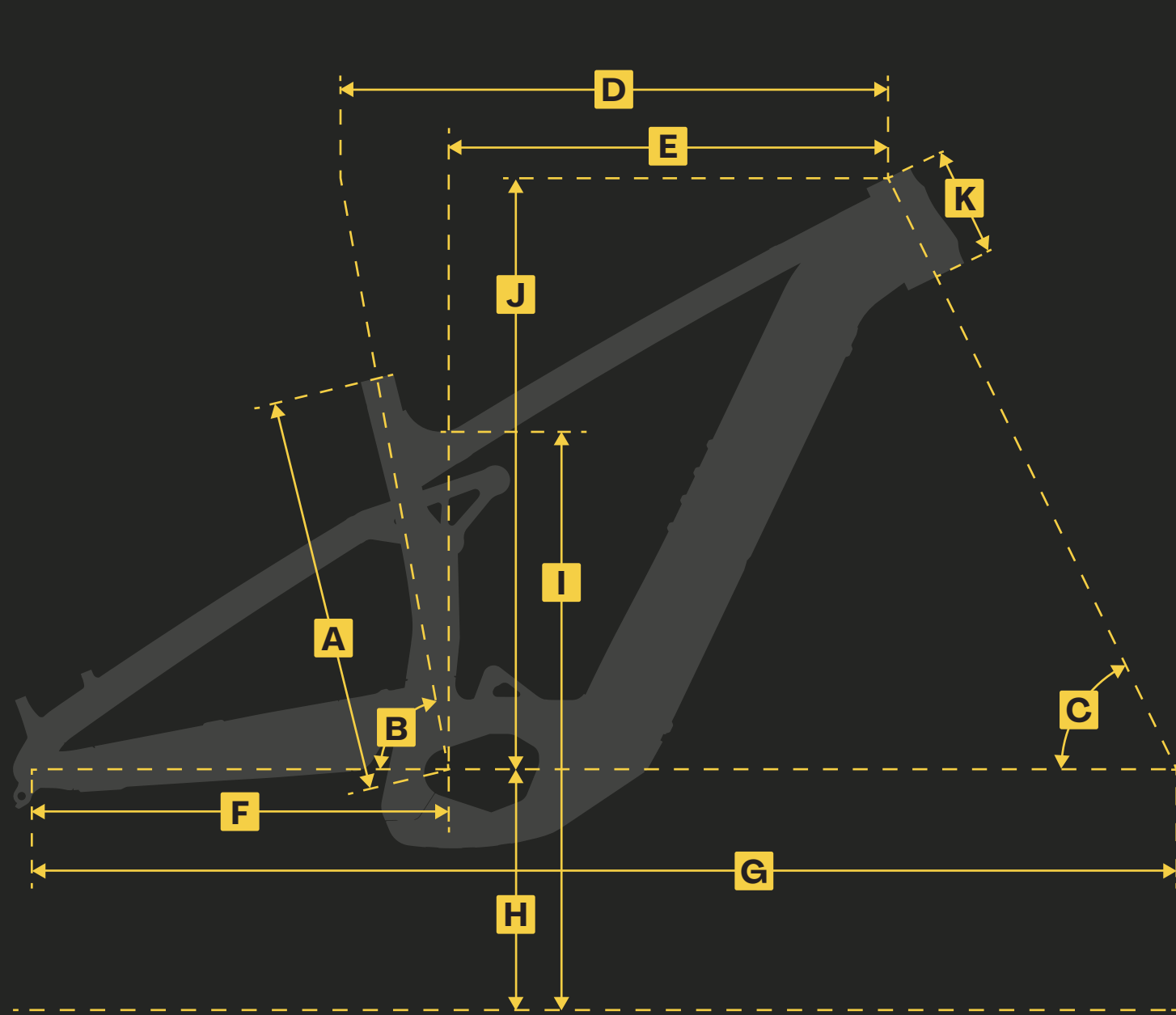
**i** The recommended tightening torque for these screws is **0.5 Nm**.

**GEOMETRY**




# GEOMETRY

E-SPARTAN



	<b>SMALL</b> 160 - 170 CM	<b>MEDIUM</b> 169 - 179 CM	<b>LARGE</b> 178 - 188 CM	<b>X-LARGE</b> 187 - 198 CM
<b>A</b> SEAT TUBE (MM)	400	420	460	495
<b>B</b> SEAT TUBE ANGLE (DEG)	77.8	77.7	77.5	77.4
<b>C</b> HEAD TUBE (DEG)	63.5	63.5	63.5	63.5
<b>D</b> TT (MM)	568	591	617	641
<b>E</b> REACH (MM)	436	456	478	500
<b>F</b> CHAINSTAY (MM)	438	438	438	438
<b>G</b> WHEELBASE (MM)	1221	1245	1269	1294
<b>H</b> BOTTOM BRACKET HEIGHT (MM)	355	355	355	355
<b>I</b> STANDOVER HEIGHT (MM)	765	765	765	765
<b>J</b> STACK (MM)	617	626	631	636
<b>K</b> HEAD TUBE (MM)	105	115	120	125

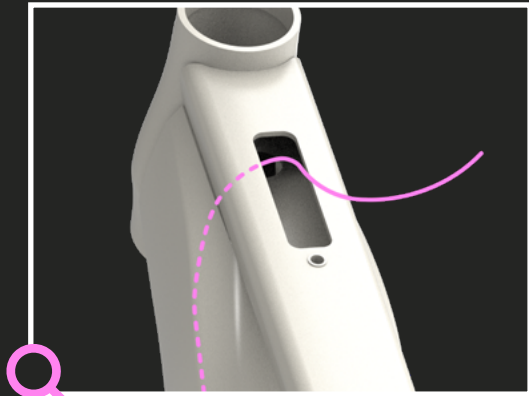
A close-up photograph of a bicycle frame, specifically the head tube area. The frame is a light, glossy color, possibly white or light green. Two red, textured adhesive strips are applied to the frame, one on each side, pointing towards the center. A black cable is routed through a hole in the frame, passing between the red strips. Another black cable is visible in the background, curving around the frame. The background is a dark, solid green color.

**CABLE  
ROUTING**

# CONSOLE POWER CABLE

E-SPARTAN

STEP 1



STEP 1

Insert the electrical cable through the cavity located on top of the top tube.

STEP 2

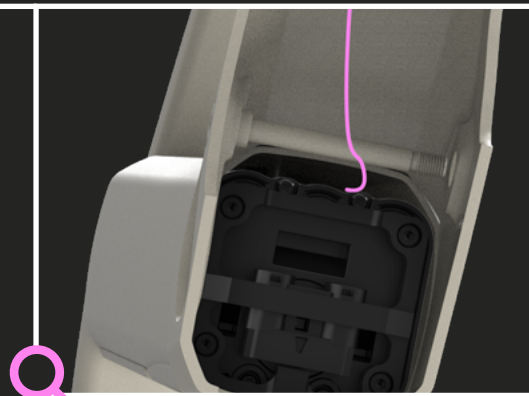
Insert the console electrical cable into the down tube via the cavity located at the junction between the top tube and the down tube.

STEP 2





STEP 3

Then, feed the cable through the down tube toward the motor shell. Slide the impact-protection foam tube over the cable and into the down tube.

STEP 3

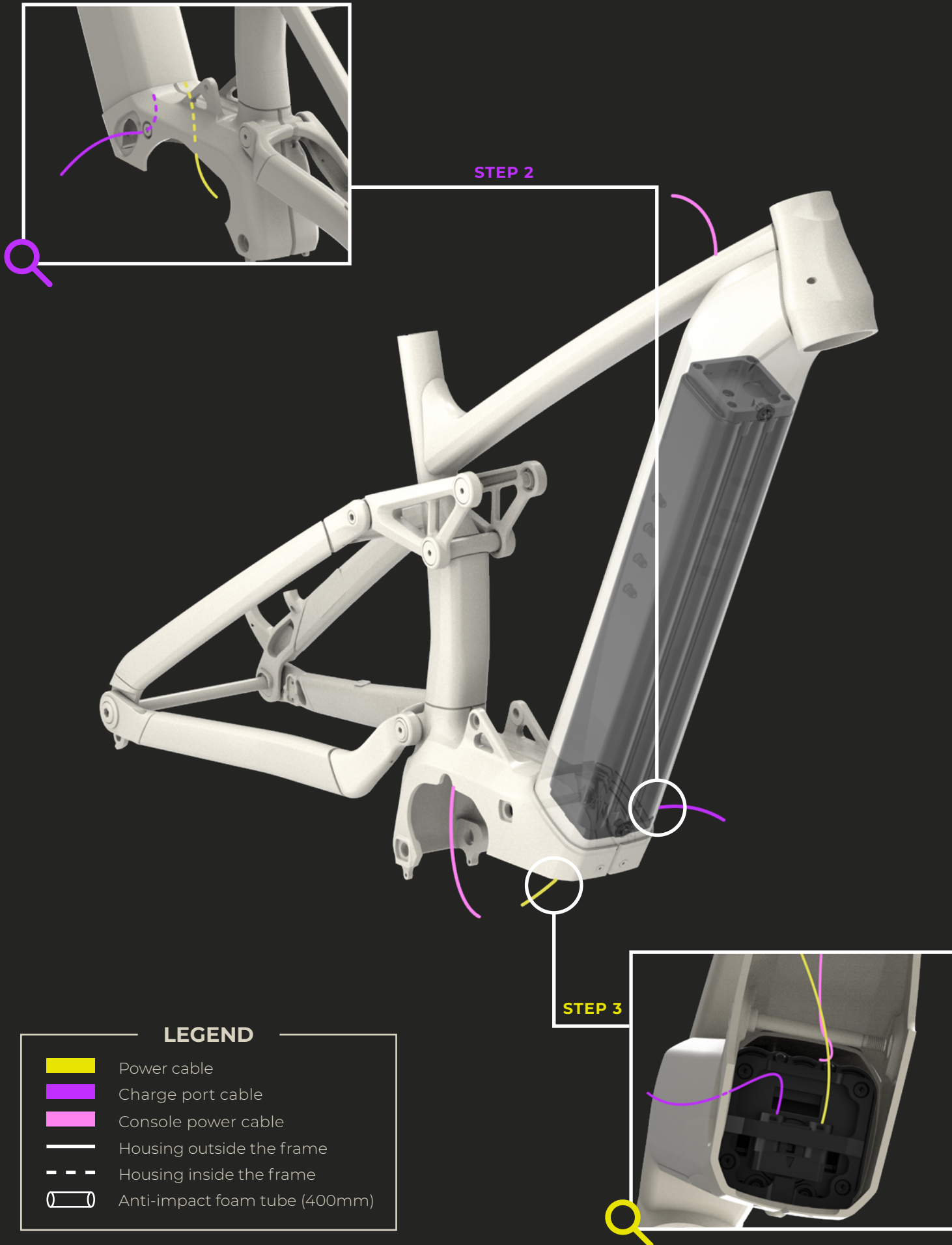


## LEGEND

-  Console power cable
-  Housing outside the frame
-  Housing inside the frame
-  Anti-impact foam tube (400mm)

# CHARGE PORT CABLE & POWER CABLE

E-SPARTAN



## STEP 1

Connect the charge port cable to the power cable. Slide and secure the battery into the down tube, making sure the console power cable runs over the top of the battery, to the right of the bottle cage rivets.

## STEP 2


Secure the charge port to the surface of the down tube.

## STEP 3

Let the power cable hang out through the motor shell.

# REAR BRAKE CABLE HOUSING

E-SPARTAN

 Make sure the battery is properly installed in the down tube before starting.

## STEP 1

Make sure the rubber grommet is properly installed on the cavity located on top of the chainstay. Then, insert the rear brake housing through the grommet and route it to the cavity at the front of the chainstay.

## STEP 2


Insert the rear brake housing into the motor shell through the left-side cavity.

## STEP 3

Slide the impact-protection foam tube over the housing, then insert it into the center of the down tube (above the battery, to the left of the bottle cage rivets) and route it toward the head tube.


## STEP 4

Insert the rear brake housing into the upper left inner oval cavity of the head tube, then guide it out through the upper left grommet.

 Make sure the rear brake housing is properly seated in the upper left inner cavity of the head tube to prevent rubbing against the steerer tube.

## STEP 5

Secure the rear brake housing to the chainstay using the designated mounting point and a small zip tie.

 Make sure to complete this final step carefully to avoid any risk of rubbing between the housing and the tire.








STEP 4

STEP 1

STEP 3

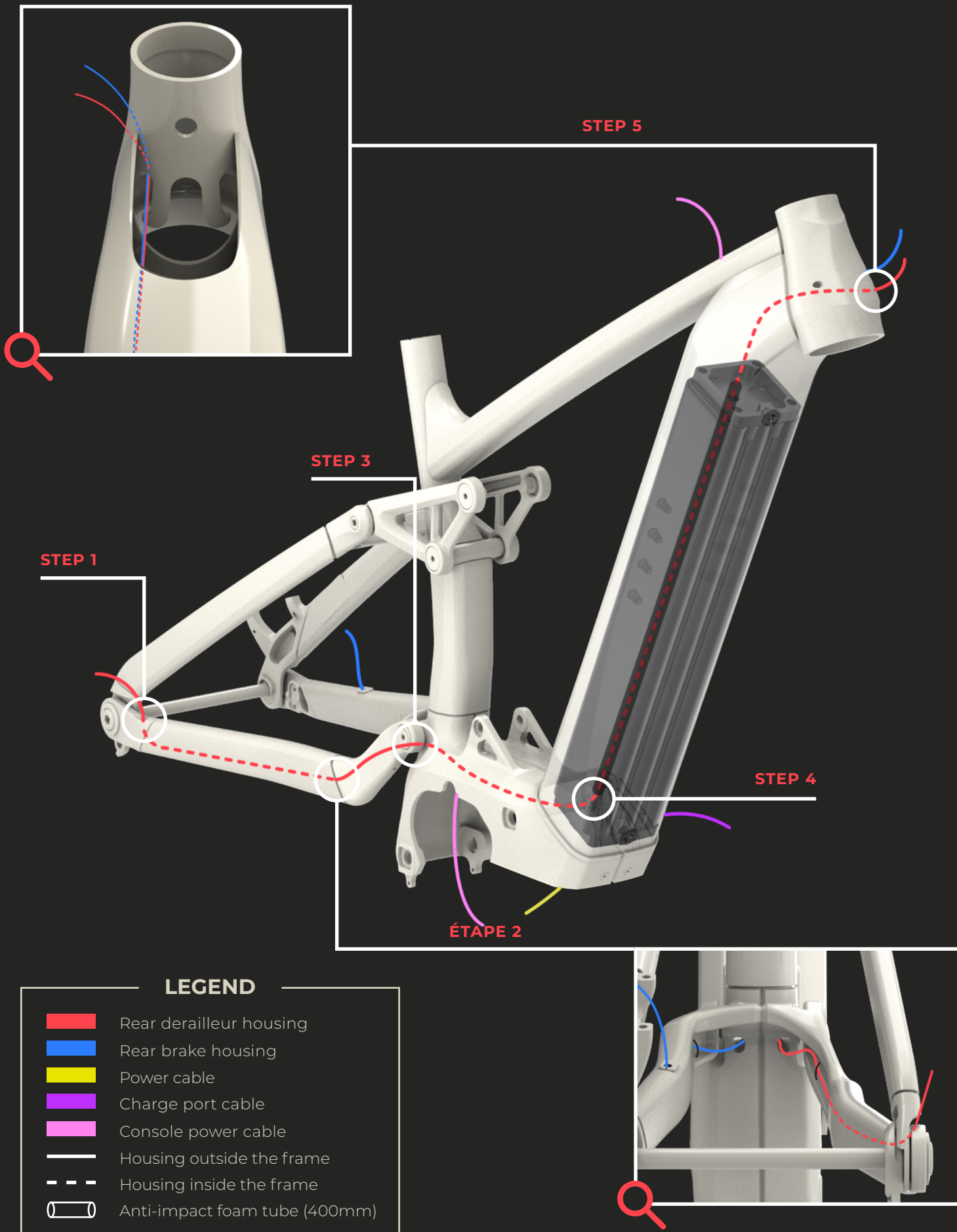
STEP 2 & 5

### LEGEND

-  Rear brake housing
-  Power cable
-  Charge port cable
-  Console power cable
-  Housing outside the frame
-  Housing inside the frame
-  Anti-impact foam tube (400mm)

# REAR DERAILLEUR CABLE HOUSING

E-SPARTAN



**i** Make sure the battery is properly installed in the down tube before starting.

**i** **TIP** Slightly bend the end of the housing to ease its insertion into the chainstay before starting

## STEP 1

Insert the speed housing into the upper right cavity of the chainstay.

## STEP 2

Route the housing through the chainstay and bring it out through the front cavity. Install a tie to securely fasten the cable to prevent rubbing against the tire.

## STEP 3

Insert the housing into the motor shell through the cavity located on the right side.

## STEP 4

Slide the impact-protection foam tube over the housing, then insert it on the left side into the down tube up to the head tube.

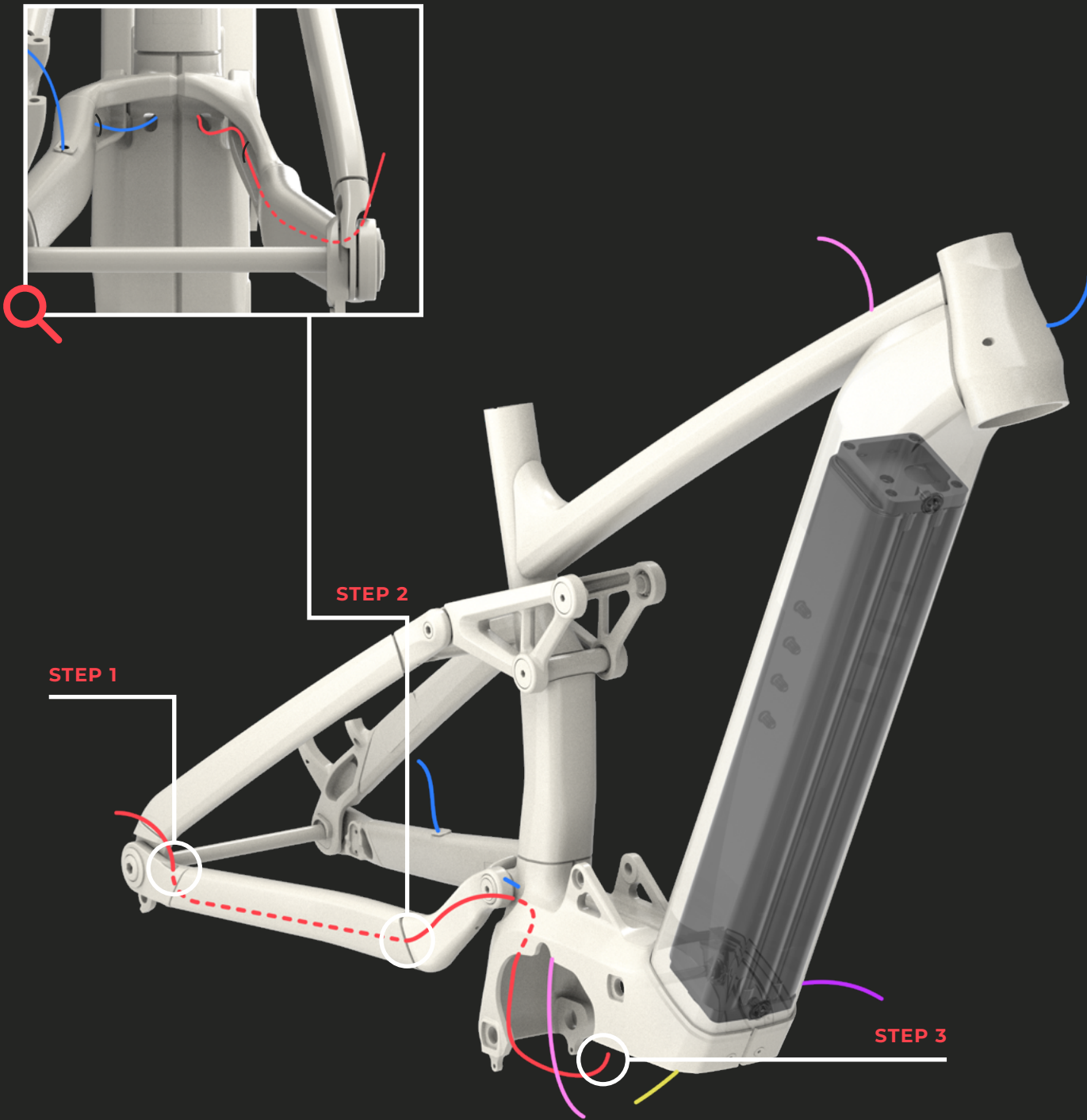
## STEP 5

Insert the rear speed housing into the left inner oval cavity of the head tube, then guide it out through the lower left grommet.

**i** Make sure the rear brake cable housing is properly seated in the left inner cavity of the head tube to prevent rubbing against the fork steerer tube.

# REAR DERAILLEUR ELECTRICAL CABLE

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## STEP 1

Insert the speed housing into the upper right cavity of the chainstay.

## STEP 2

Route the housing through the chainstay and bring it out through the front cavity.

## STEP 3

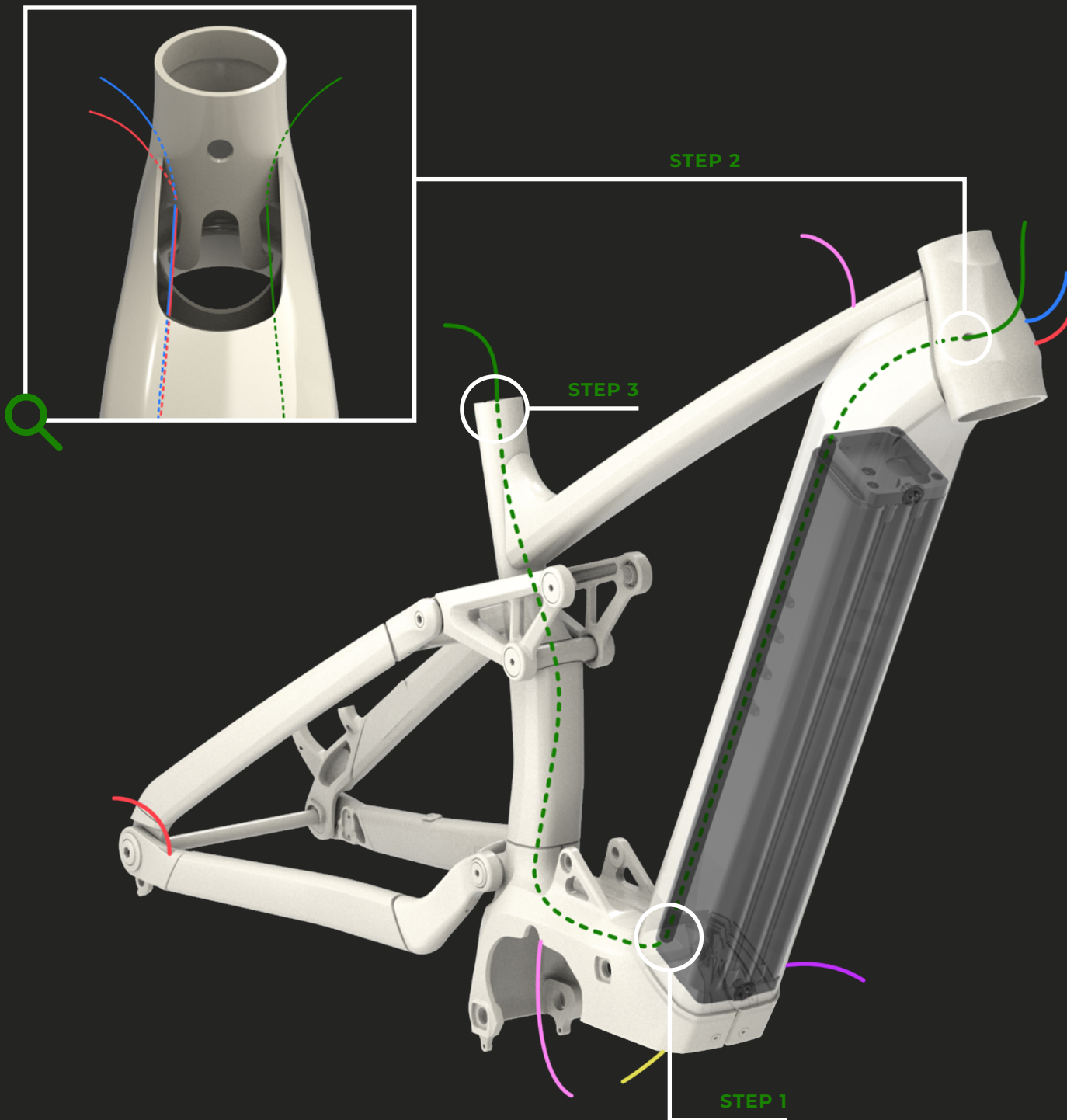
Connect the speed electrical cable directly to the motor. Yellow wire into the yellow connector on the motor.

### LEGEND

- Rear derailleur housing
- Rear brake housing
- Power cable
- Charge port cable
- Console power cable
- Housing outside the frame
- Housing inside the frame
- Anti-impact foam tube (400mm)

# SEATPOST HOUSING

E-SPARTAN



## LEGEND

- Seat post housing
- Rear derailleur housing
- Rear brake housing
- Power cable
- Charge port cable
- Console power cable
- Housing outside the frame
- Housing inside the frame
- Anti-impact foam tube (400mm)

### STEP 1

Slide the impact-protection foam tube over the seatpost housing, then insert it to the right of the battery in the down tube up to the head tube.

### STEP 2

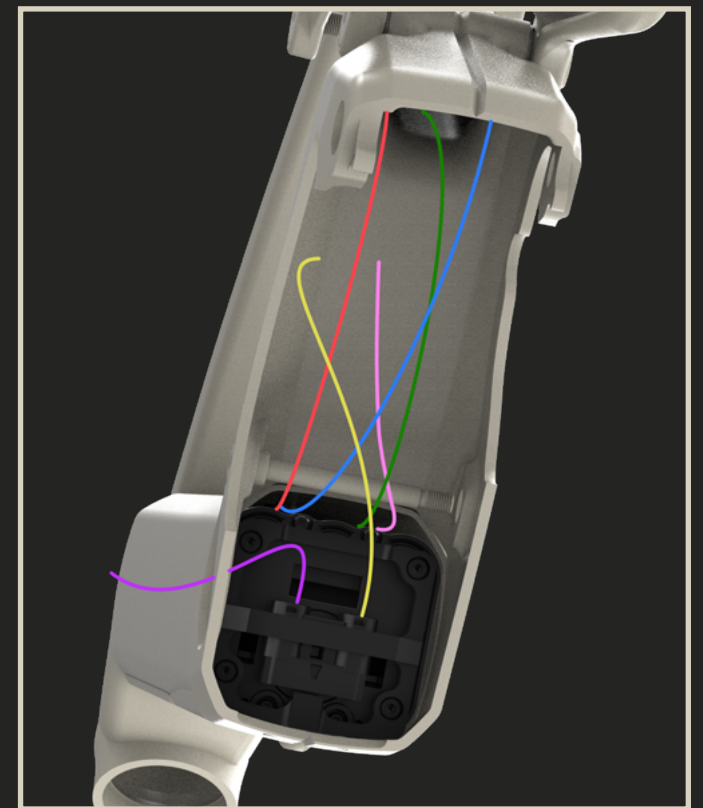
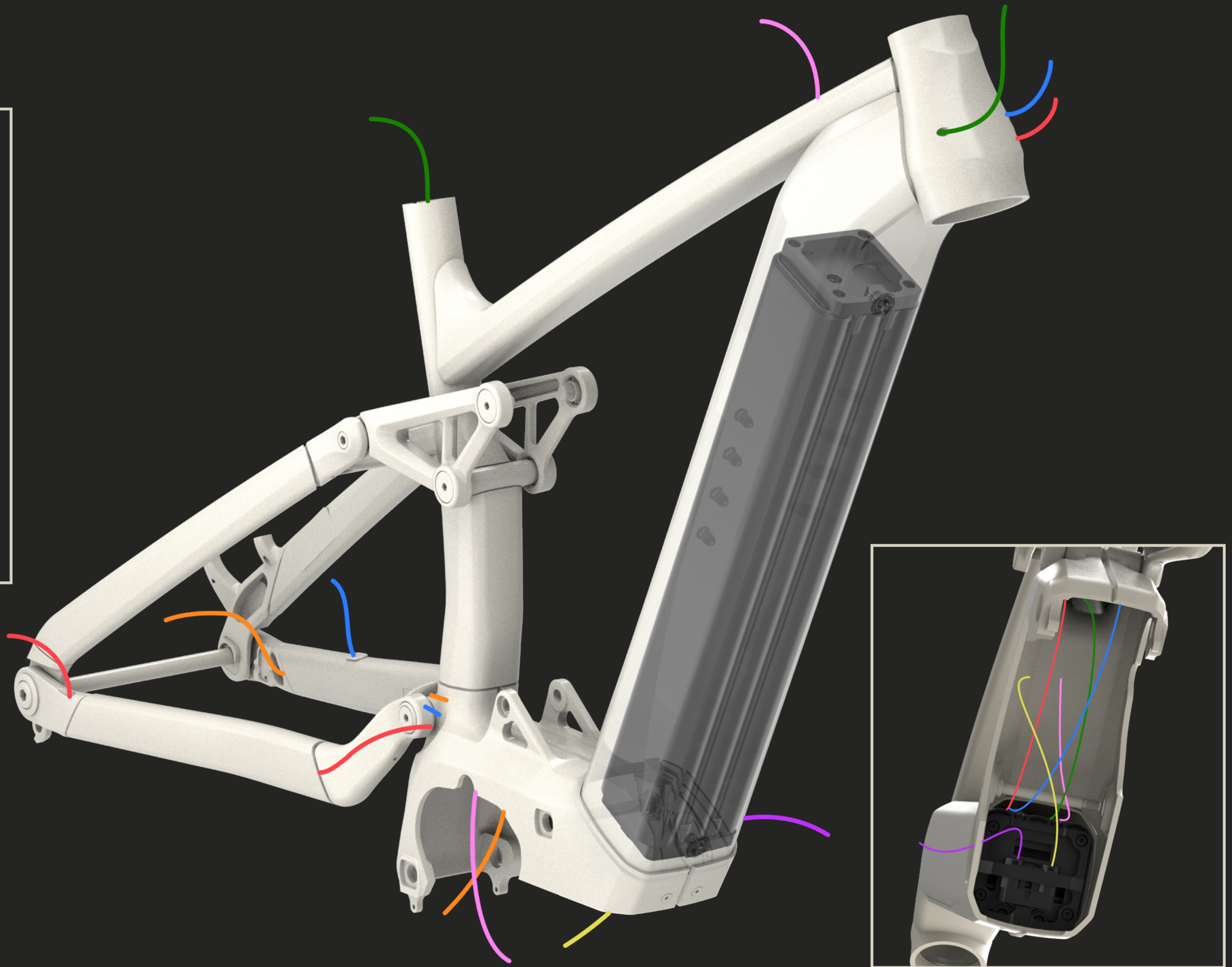
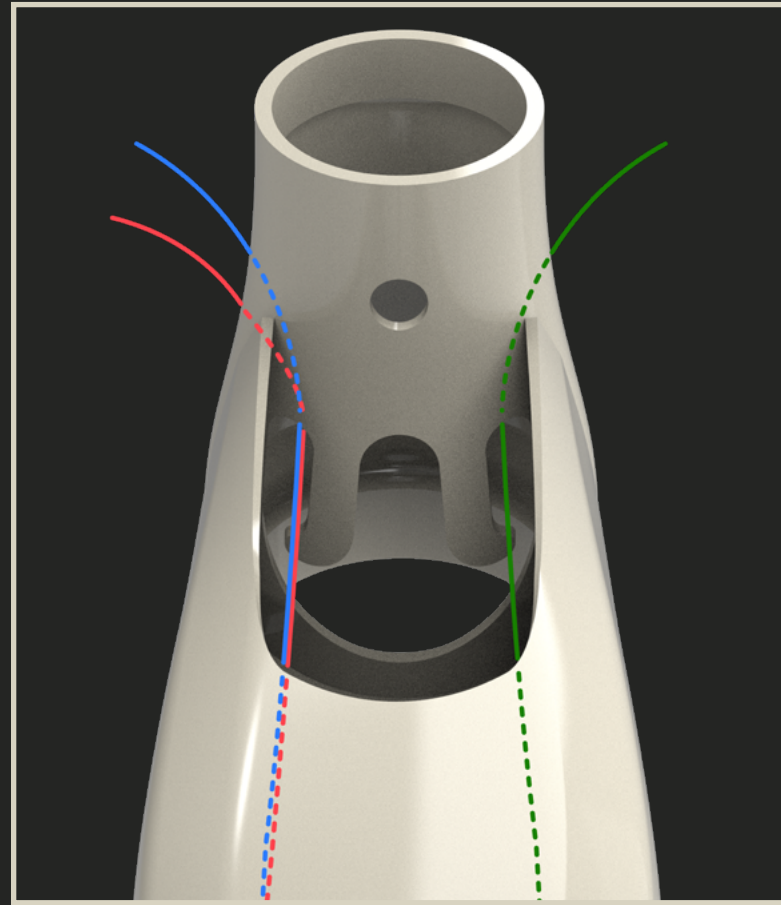
Insert the seatpost housing into the right inner oval cavity of the head tube, then guide it out through the lower right grommet.

### STEP 3

From the motor shell, insert the seatpost housing up to the upper end of the seat tube.

# CABLE ROUTING

E-SPARTAN



## LEGEND

- Green line: Seat post housing
- Red line: Rear derailleur housing
- Blue line: Rear brake housing
- Yellow line: Power cable
- Purple line: Charge port cable
- Pink line: Console power cable
- Solid line: Housing outside the frame
- Dashed line: Housing inside the frame
- Anti-impact foam tube (400mm)

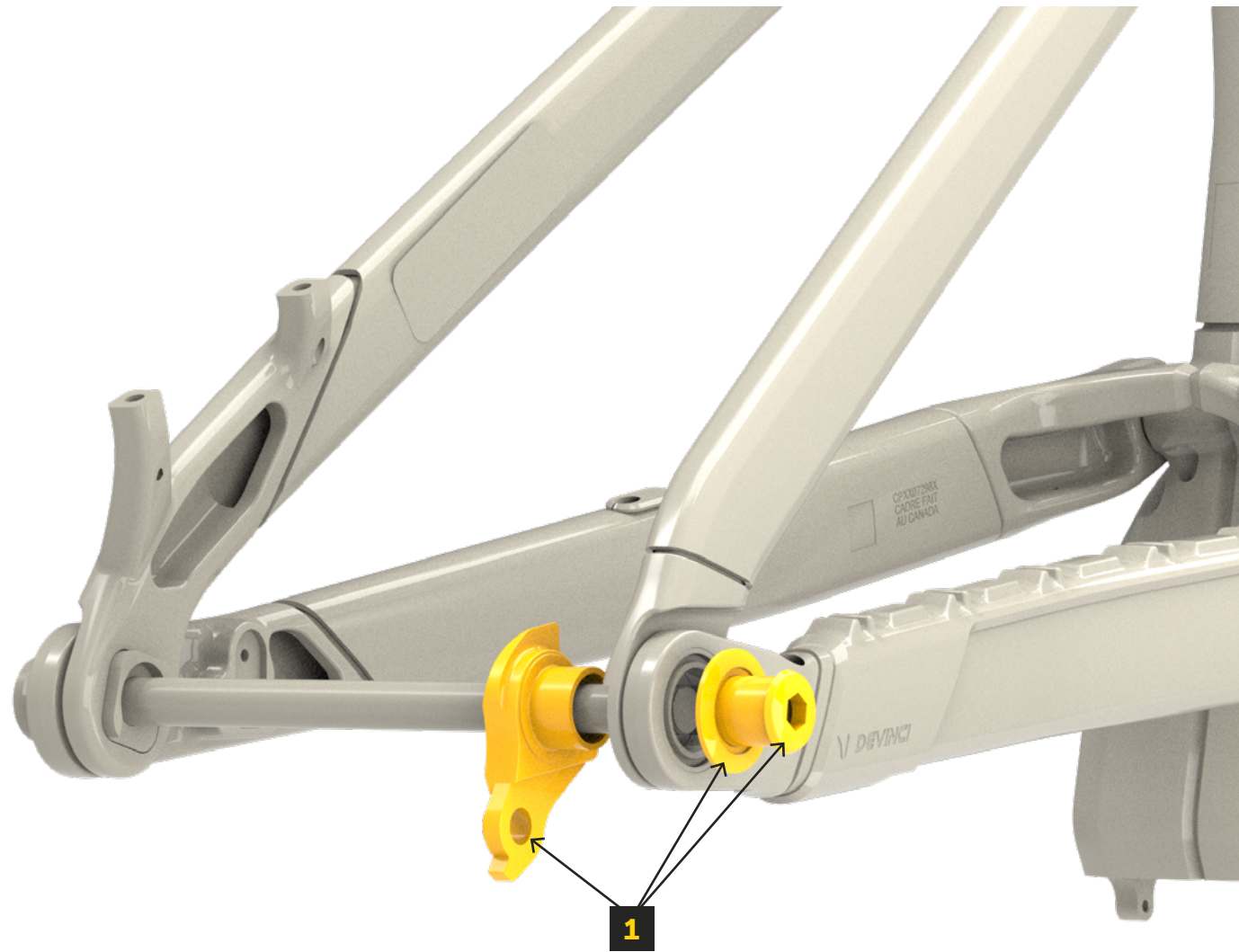


# SERVICE KITS



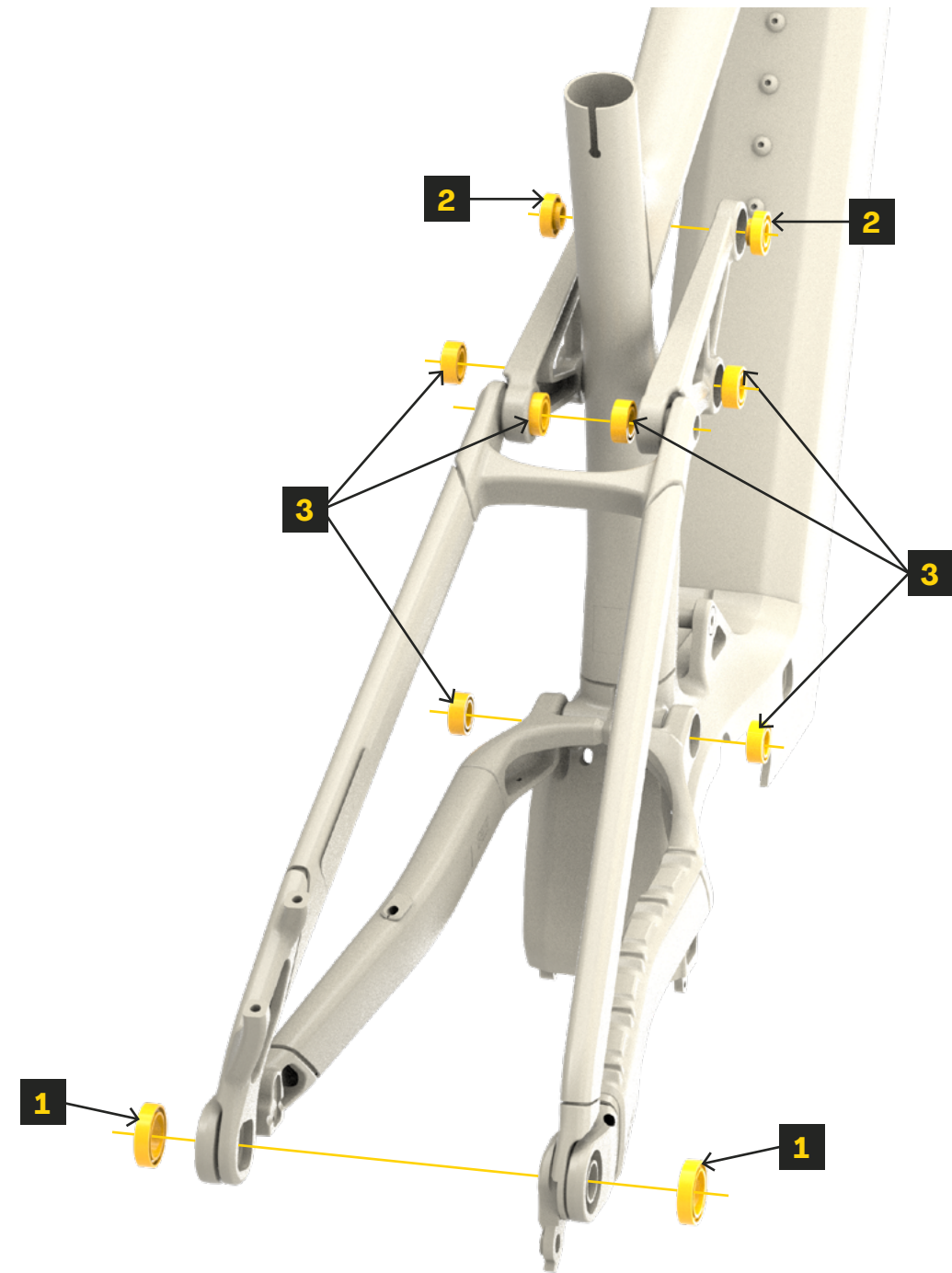
**KFC05602**  
DERAILLEUR HANGER UDH

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFD21001	HANGER UDH	1



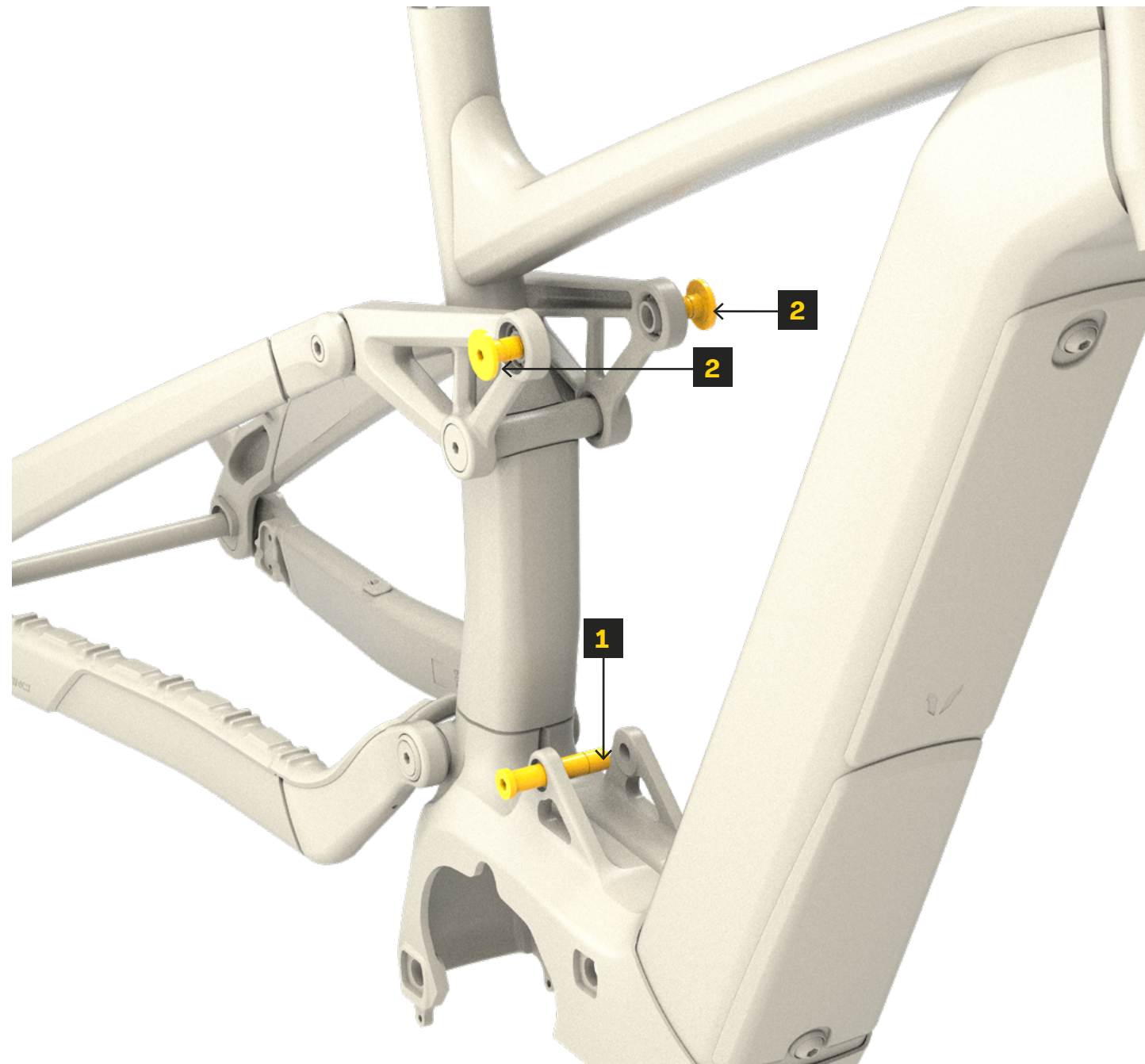
**KFC08902**  
BEARING KIT

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFP21016	BALL BEARING MR20307 20x30x7; STD TYPE, DOUBLE LIP	2
2	MFP24014	BEARING 6900 WITH EXTENDED INNER CAGE	2
3	MFP19001	BALL BEARING 3801 LLU MAX 12x21x8	6



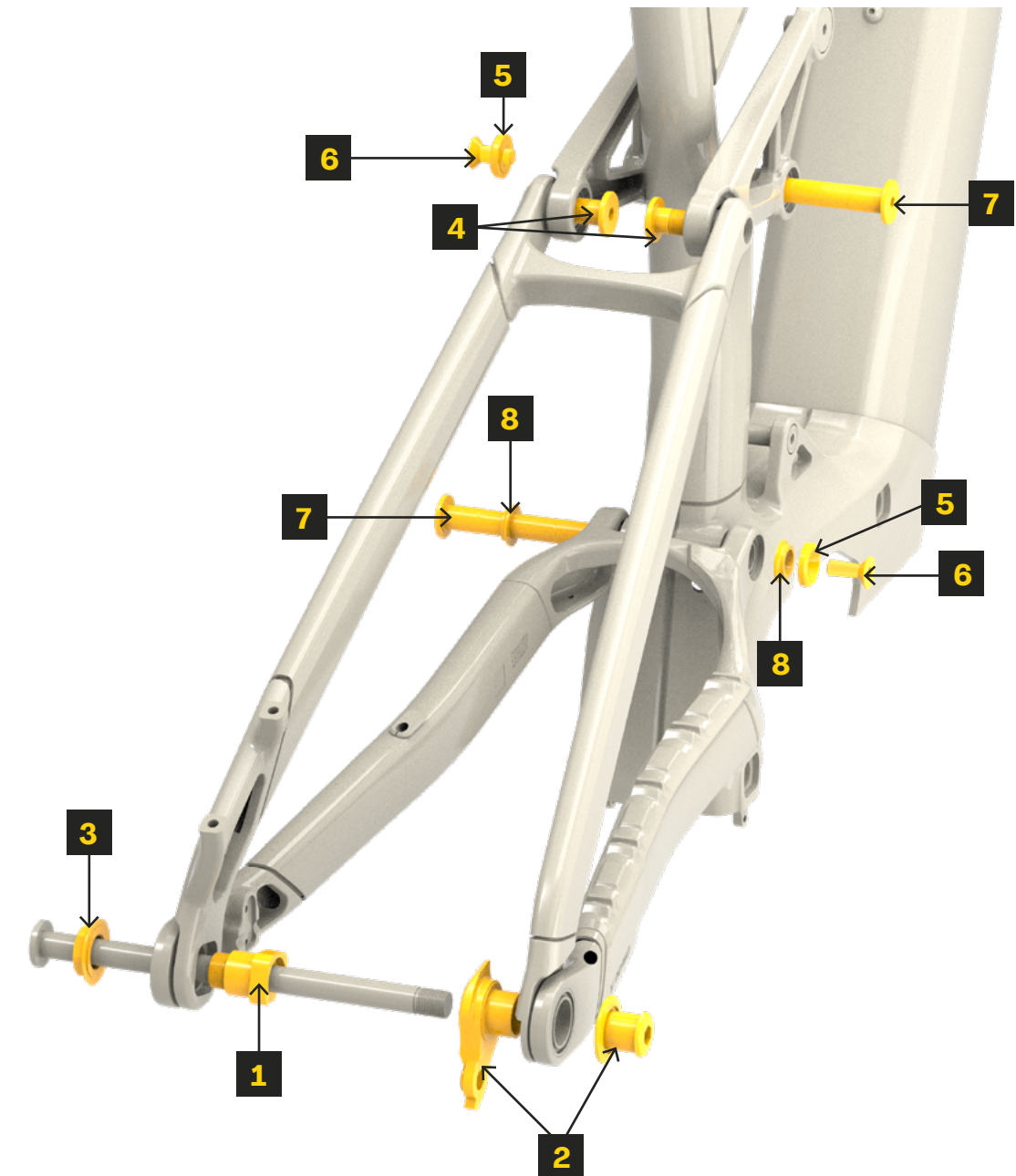
**KFC08901**  
SHOCK BOLT

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFV21002	SOCKET CAP SCREW M10 x 1.0 x 48mm	1
2	MFV24009	UPPER SHOCK SCREW E-MTB SL	2



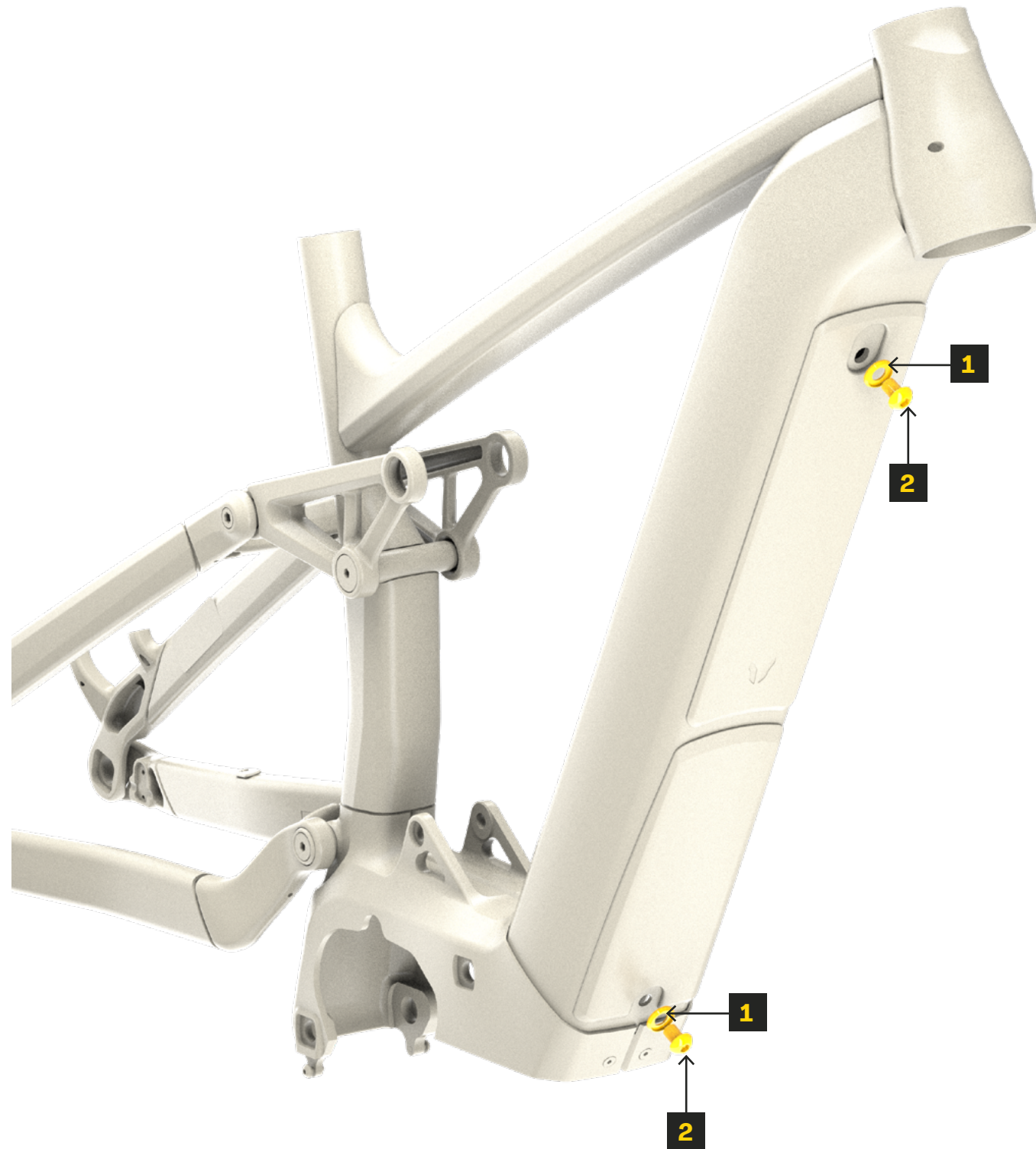
**KFC07202**  
PIVOT KIT

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFP24008	DROPOUT PIVOT LEFT SHAFT 20mm	1
2	MFD21001	HANGER UDH	1
3	MFP24009	PIVOT NUT FOR MR 20307 BEARING	1
4	MFV24016	SOCKET CAP SCREW M12x1.0 X 21mm	2
5	MFV24008	PIVOT WASHER	2
6	MFV24012	SOCKET FLAT SCREW M8x1.25 X 20mm	2
7	MFP24010	SHAFT 12x73	2
8	MFP24012	PIVOT SPACER 12x16x4	2



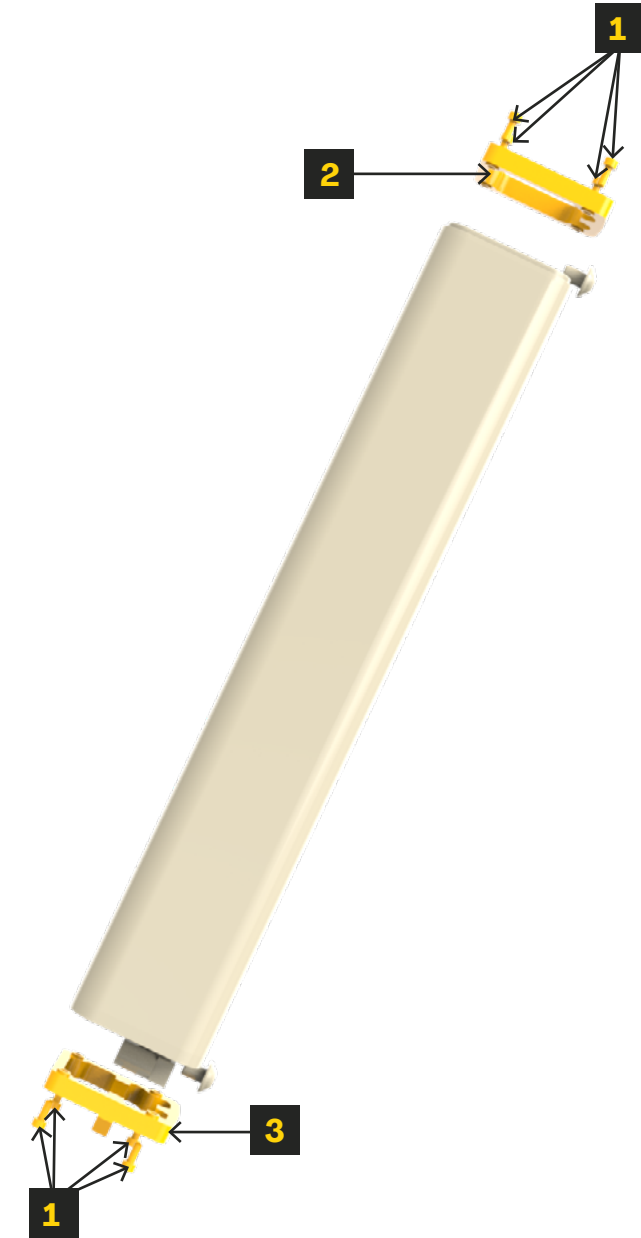
**KFC10801**  
BATTERY MOUNT BOLT W/WASHER

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFV26004	COUNTERBORE WASHER M8	2
2	MFV26005	ALLEN BUTTON SCREW M8x1.25x12mm Blk	2



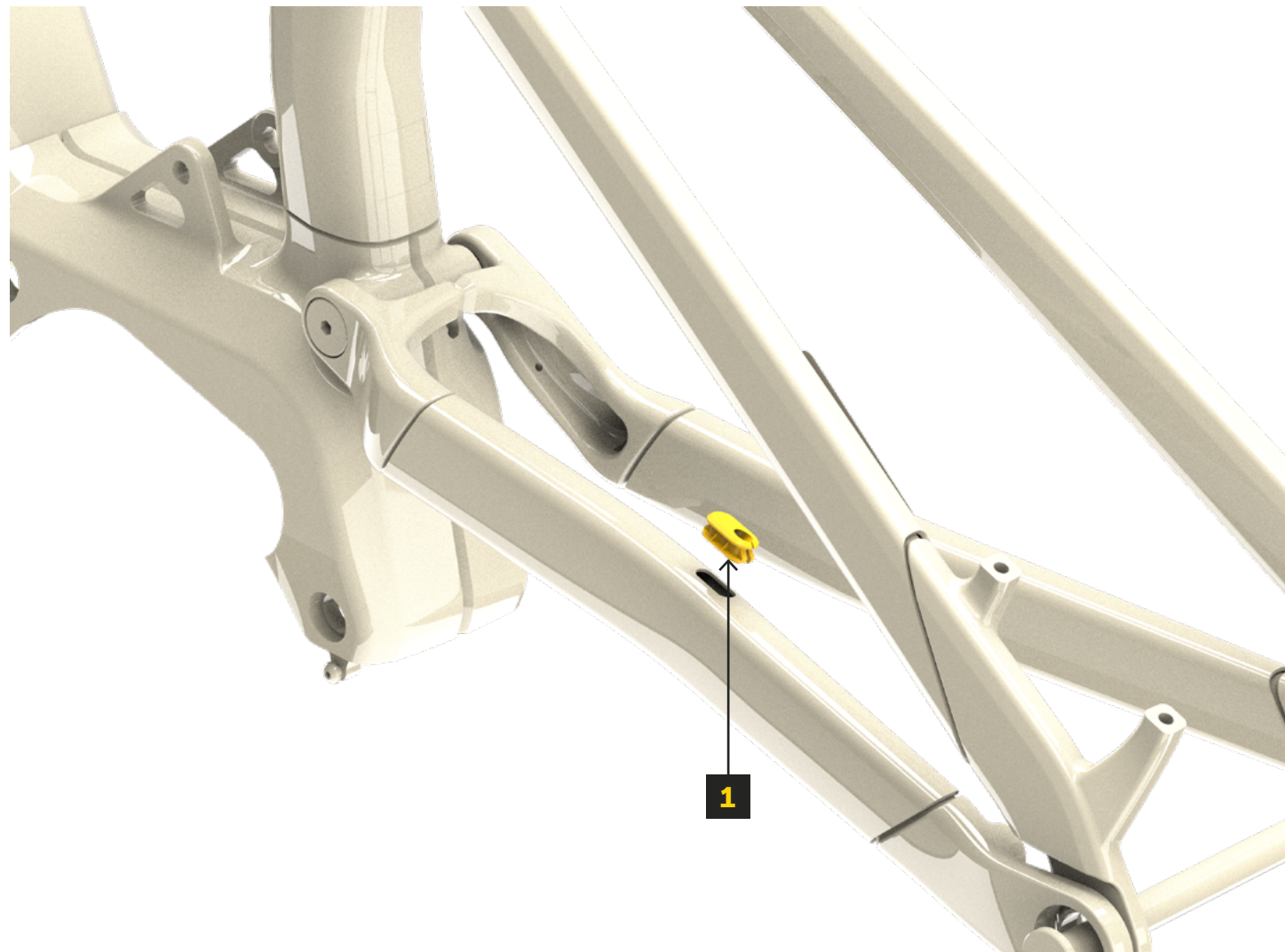
**KFC10802**  
BATTERY MOUNT

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFV26006	ALLEN CAP SCREW M4x0.7X10mm Blk	8
2	MFP26013	107- BUTTON SIDE BATTERY MOUNT	1
3	MFP26012	107- CONNECTOR SIDE BATTERY MOUNT	1



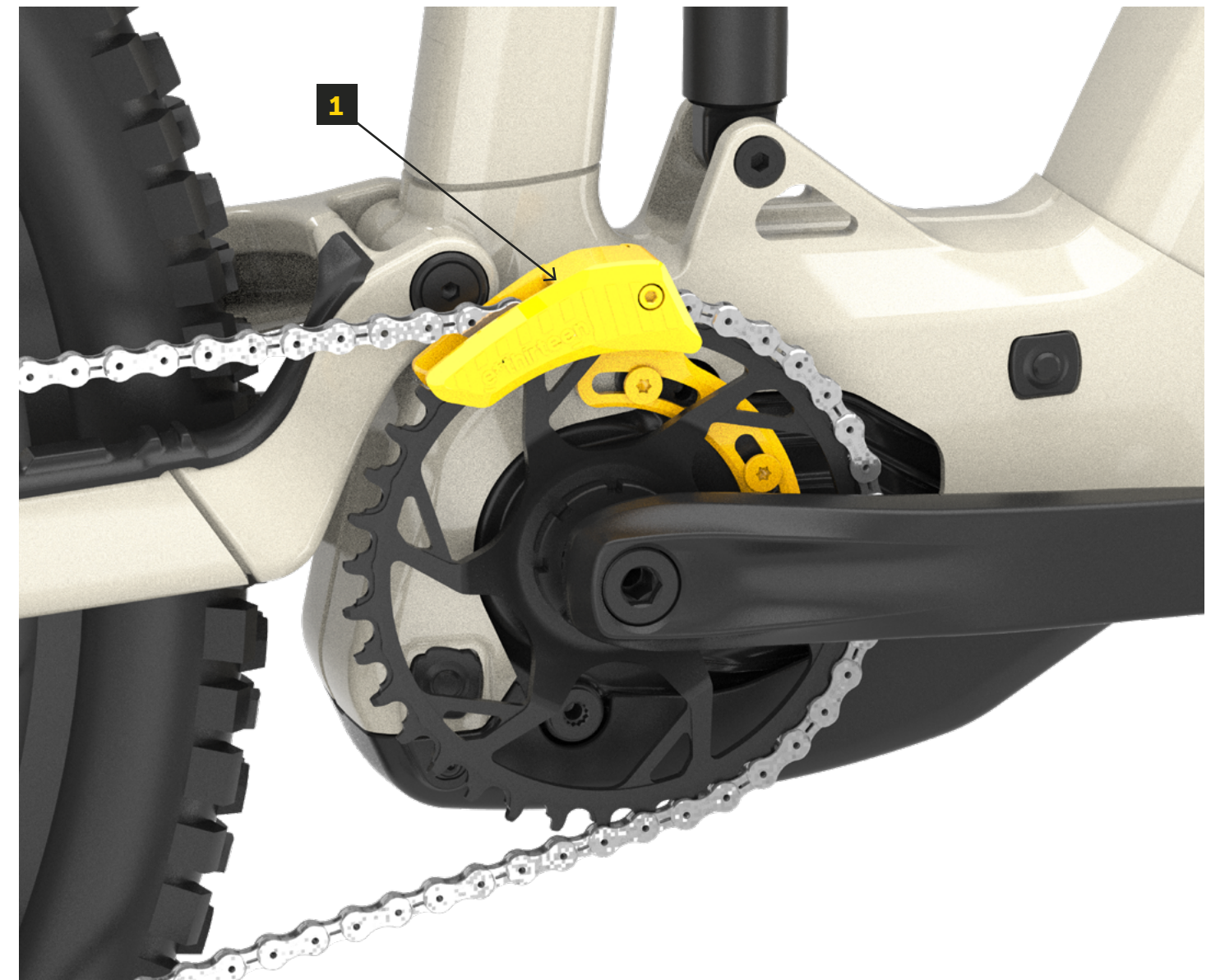
**KFC07206**  
CHAINSTAY CABLE GUIDE

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFB19008	CABLE GUIDE 5mm	1



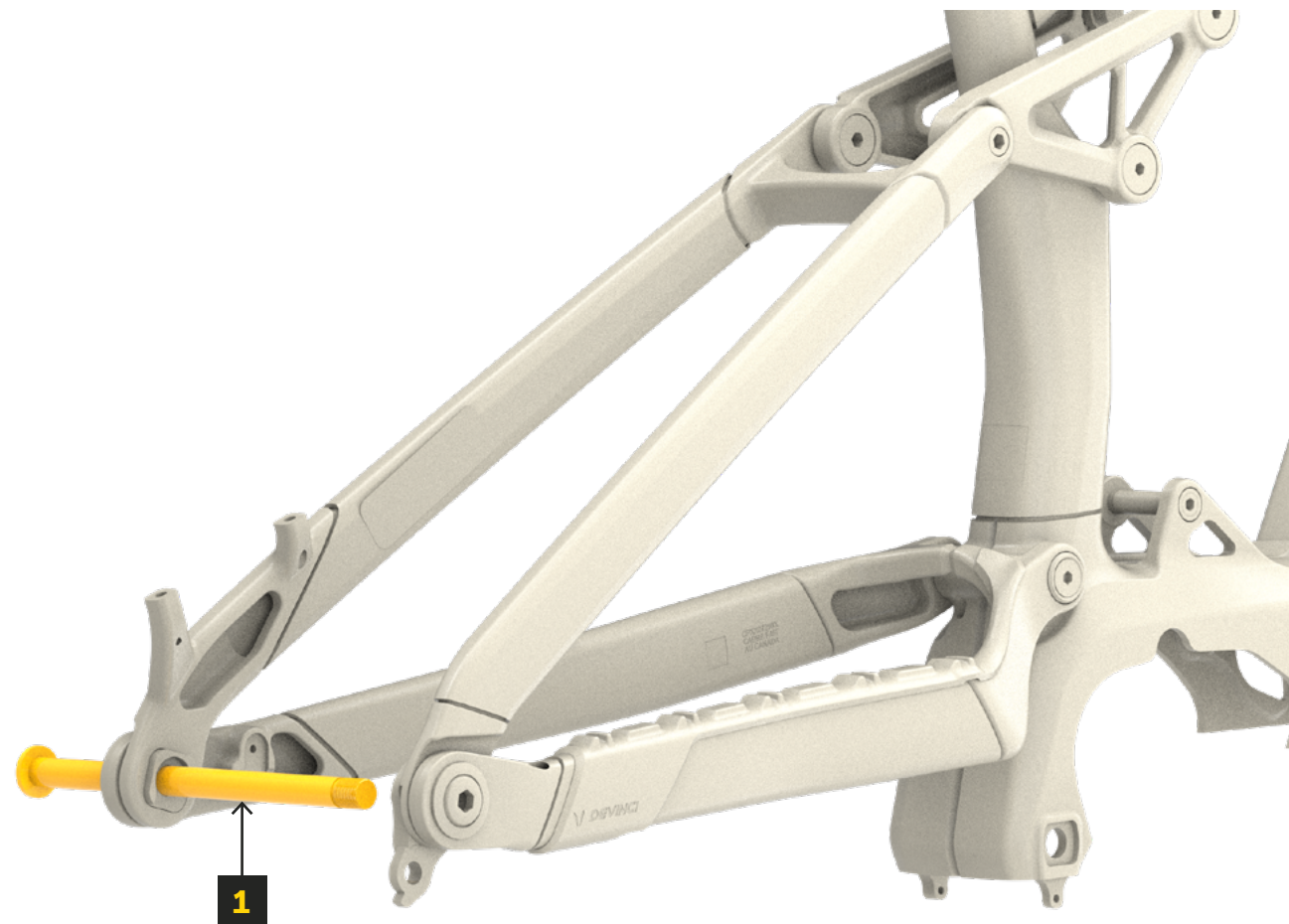
**KFC10804**  
CHAIN GUIDE

ITEMS	PART NO.	DESCRIPTION	QTY
1	MAGC27002	Chain Device MED2-FL   GN5 Bosch CX	1



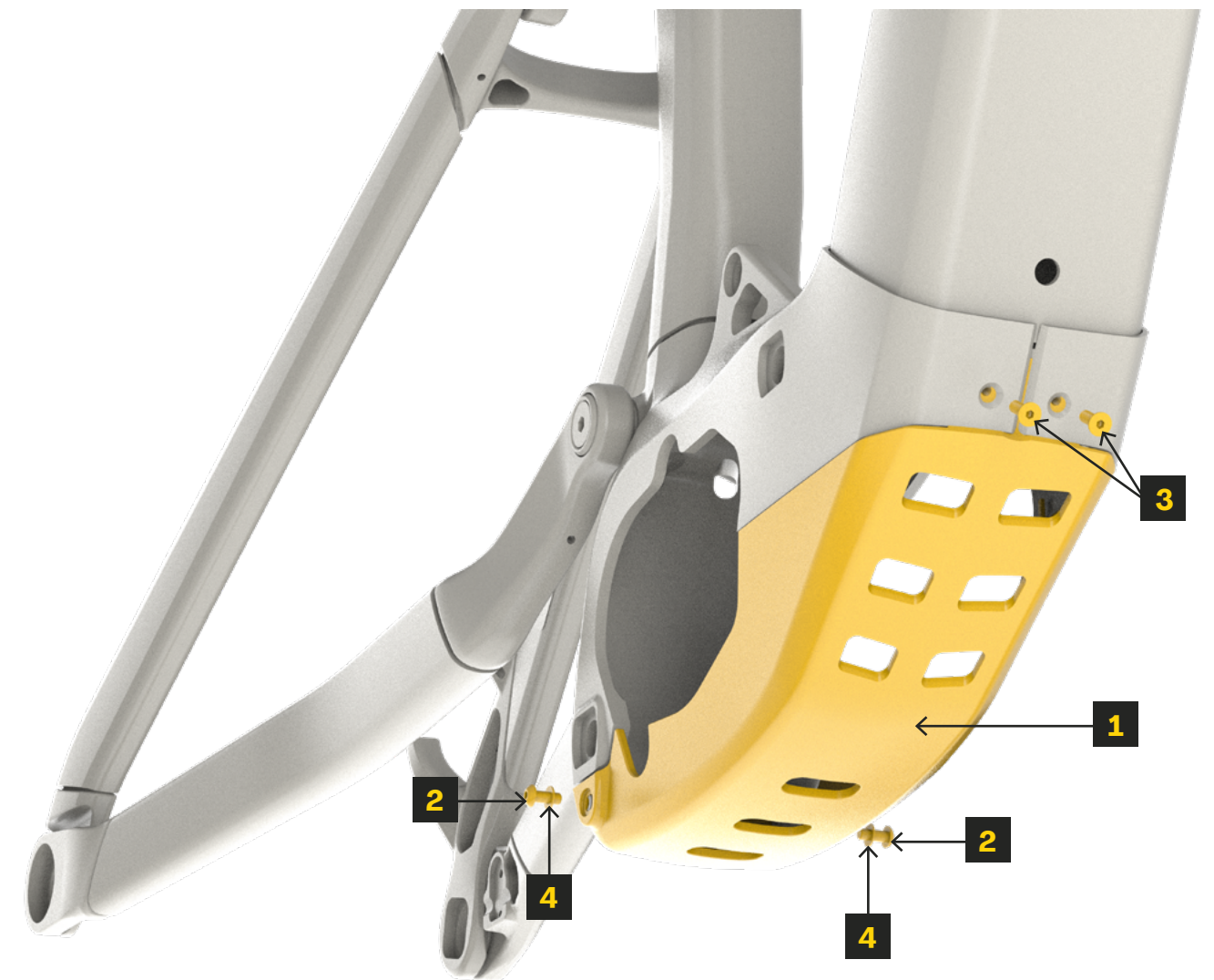
**KFC06503**  
REAR AXLE BOOST148\*12MM UDH

ITEMS	PART NO.	DESCRIPTION	QTY
1	MAAX21003	Rear axle for 148mm UDH	1



**KFC10803**  
MOTOR COVER KIT

ITEMS	PART NO.	DESCRIPTION	QTY
1	MACV26001	107- EMTB HO 29/27 CX MOTOR COVER	1
2	MFV00165-01	ALLEN BUTTON SCREW M4x0.7X10mm	2
3	MFV19006	ALLEN FLAT SCREW M4x0.7 X 12mm, Black	2
4	MFV23008	FLAT WASHER M4, OD 8mm	2



**KFC10806**  
SS PROTECTOR

ITEMS	PART NO.	DESCRIPTION	QTY
1	MACP25006	SS PROTECTOR PCB-091	1



**KFC08908**  
CHAINSTAY PROTECTOR KIT

ITEMS	PART NO.	DESCRIPTION	QTY
1	MACP24005	CS PROTECTOR 072-9800	1



**KFC10805**  
DT PROTECTOR

ITEMS	PART NO.	DESCRIPTION	QTY
1	MACP26007	DT PROTECTOR EMTB HO	1



**KFC10807**  
SHUTTLE PAD PROTECTOR

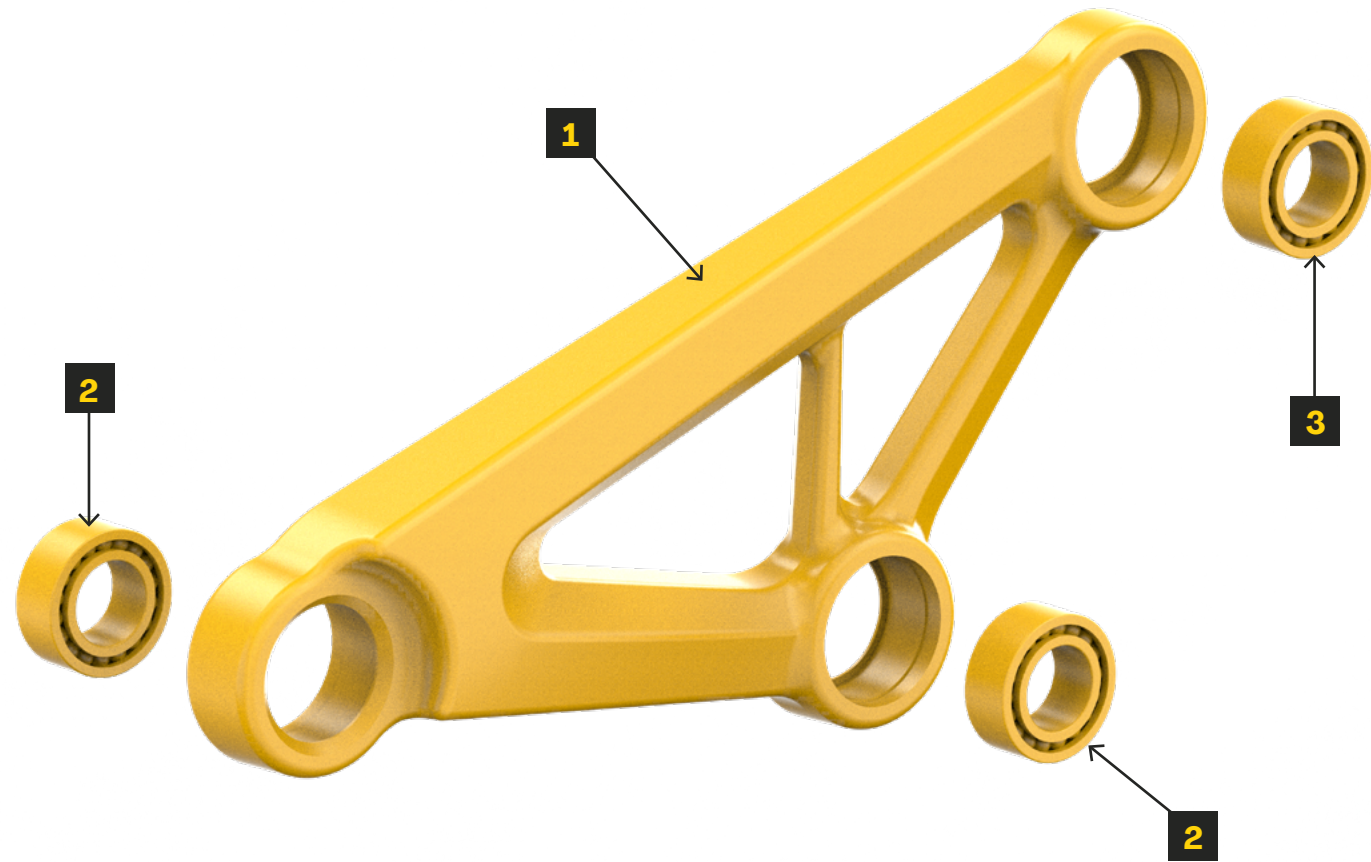
ITEMS	PART NO.	DESCRIPTION	QTY
1	MACP26008	DT SHUTTLE PROTECTOR EMTB HO	1



**KFC10503**

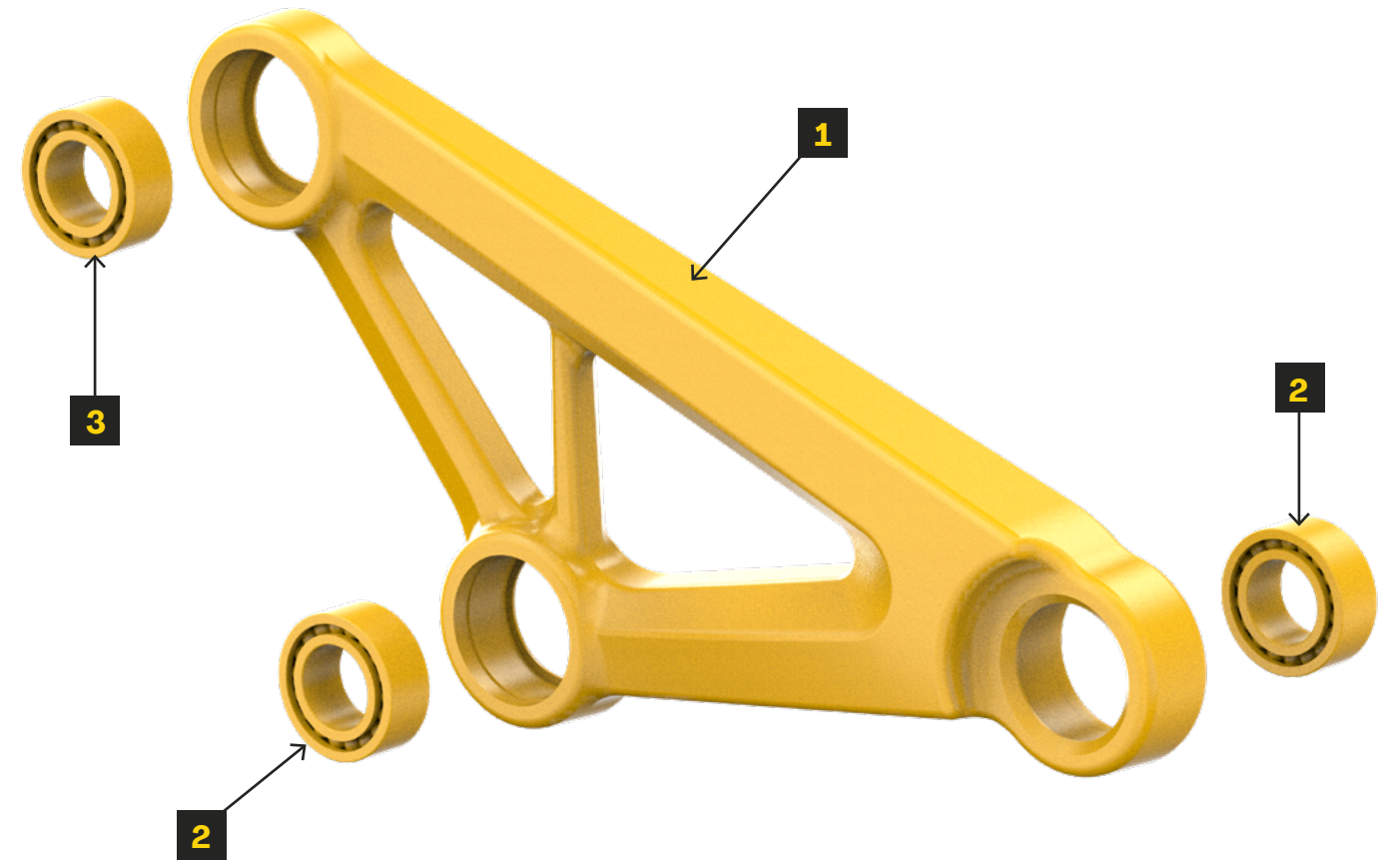
SERVICE | KIT| RIGHT LINKAGE ENDURO GEN 5

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFL26001	RIGHT LINKAGE	1
2	MFP19001	BALL BEARING 3801 LLU MAX 12x21x8	2
3	MFP24014	BEARING 6900 WITH EXTENDED INNER CAGE	1

**KFC10504**

SERVICE | KIT| LEFT LINKAGE ENDURO GEN 5

ITEMS	PART NO.	DESCRIPTION	QTY
1	MFL26002	LEFT LINKAGE	1
2	MFP19001	BALL BEARING 3801 LLU MAX 12x21x8	2
3	MFP24014	BEARING 6900 WITH EXTENDED INNER CAGE	1



# BOSCH PERFORMANCE LINE CX

E-SPARTAN



If the battery gets drained to 0%, the charger needs to be connected to the bike first and then to the power outlet in order for communication to be established and begin the charging process.

E-BIKE SYSTEM	The smart system
SHIFTING SYSTEM TYPE	Deraillleur system, hub gear system
MAXIMUM SUPPORT (%)	600 %
MAXIMUM POSSIBLE DRIVE TORQUE	120 Nm
START-UP BEHAVIOUR	Direct, Powerful
MAX. SUPPORTED SPEED	32 km/h
BACKPEDAL BRAKE	No
WALK ASSIST WITH HILL HOLD	Yes
HILL START ASSIST WITH HILL HOLD	Yes
GEAR SHIFT DETECTION	Hub gear system: no Deraillleur system: yes
WEIGHT, APPROX.	2.8 kg
RATED CONTINUOUS OUTPUT	250 W
MAXIMUM POWER	750 W
MAX. POWER AT A CADENCE OF 70 RPM	730 W
MAX. POWER-TO-WEIGHT RATIO, APPROX.	268 W/kg

## SYSTEM CONTROLLER



## MINI REMOTE



SYSTEM	The smart system	The smart system
SCREEN SIZE	n/a	n/a
COLOR SCREEN	No	No
MAX. TYPICAL BRIGHTNESS	n/a	n/a
HANDLEBAR DIAMETER (WITH DISPLAY MOUNT KIT)	n/a	0.9", 1.25"
PROTECTION	IP55 protects against dust and splash water	IP55 protects against dust and splash water
OPERATING TEMPERATURE	23°F to 104°F	23°F to 104°F
POWER SUPPLY (WITH EBIKE SYSTEM)	eBike battery/internal battery	CR1620 coin cell
CHARGING FOR EXTERNAL DEVICES	No	No
DIMENSIONS (H X W X D)	approx. 3.5" x 1.1" x 1.1"	approx. 1.6" x 1.6" x 0.9", 2" x 1.8" x 0.9"
WEIGHT	approx. 1.2 oz	approx. 0.6 oz, approx. 0.7 oz
BRIGHTNESS CONTROL	Yes	No
NOTIFICATION TONES	No	No
NUMBER OF BUTTONS	1 and On/Off	3

## POWERTUBE 800 BATTERY



SYSTEM	The smart system
MOUNTING TYPE	In the frame : horizontal   Vertical
VOLTAGE	36 V
CAPACITY	21.3 Ah
ENERGY CONTENT	approx. 800 Wh
WEIGHT, FRAME BATTERY   RACK BATTERY	approx. 3.9 lbs
SIZE, HORIZONTAL   VERTICAL	424 x 77 x 71 mm/ 424 x 71 x 77 mm
COMPATIBLE WITH DUALBATTERY OF THE SMART SYSTEM	Yes
4A CHARGEUR	50% charge: approx. 2.6 hours 100% charge: approx. 6.9 hrs.
2A CHARGEUR	50% charge: approx. 5.7 hours 100% charge: approx. 12.4 hrs.

**WARRANTY**



# DEVINCI WARRANTY



At Devinci, durability, performance, and peace of mind are at the core of everything we build. That's why our warranty is designed to protect your investment and support you long after your purchase.



## DEVINCI WARRANTY POLICY

All Devinci frames are covered by a manufacturer's warranty against defects in materials and workmanship for a specified period, as detailed below, starting from the date of purchase. Any parts replaced or repaired under this warranty are covered for the remaining duration of the original warranty period.

The bicycle owner must provide proof of purchase to make a warranty claim.

Replacement parts are subject to availability within Devinci's inventory at the time of the claim. In some cases, the color, features, and/or model may differ from the original part.

At Devinci's discretion, certain costs may apply when processing a warranty replacement or repair, including:

- Shipping fees
- Additional labor costs associated with the installation or repair of a part
- Costs of replacing parts that are worn out or obsolete at the time of the claim

## WARRANTY DURATION

For the original purchaser:

- Aluminum frames are covered for the lifetime of the bicycle's useful life.
- Carbon fiber frames are covered for the lifetime of the bicycle's useful life.
- Paint and decals are covered for one (1) year from the original date of purchase.
- Suspension frame pivots (including bearings, bolts, and axles) are covered for one (1) year from the original date of purchase.
- The components assembled on Devinci bicycles are exclusively covered by the warranties provided by their respective manufacturers, with Devinci assuming no responsibility. Please contact your authorized Devinci dealer for more details on applicable warranties.

## CUSTOMER ASSISTANCE PROGRAM

For those unexpected moments when your situation is not covered under our warranty policy, Devinci's Customer Assistance Program is here to help. Whether it's a crash, accidental damage, or simple bad luck, this program is designed to get you back on the road or trails as quickly as possible by offering a discount on replacement parts based on their original retail price.

This program is separate from Devinci's manufacturer warranty and is managed at Devinci's sole discretion. It is accessible through our customer service department or any authorized Devinci retailer.

## WARRANTY EXCLUSIONS

At Devinci's discretion, the warranty may be void under the following circumstances:

- The bicycle was not purchased from an authorized Devinci retailer.
- The bicycle was not fully assembled by an authorized Devinci retailer.
- Repairs were not performed by an authorized Devinci retailer.
- The instructions in the user manual and/or technical manual were not followed.
- Recommended periodic inspections and maintenance outlined in the user manual and/or technical manual were not performed.
- Non-compatible parts were installed. Compatible parts include original components or those specified as compatible in the user manual and/or technical manual.
- Paint damage caused by the application or removal of an adhesive frame protector.
- Damage resulted from accidental or unforeseen events, such as:
  - Accidents, impacts, or falls
  - Misuse, abnormal or excessive use, or negligence
  - Intensive use beyond the scope of normal recreational cycling
  - Improper or repeated use of ski lifts, vehicle racks, or other transportation methods
  - Use in competition or in environments/activities beyond the intended design of the bicycle
- Additional damage caused by continued use of the bicycle after an initial defect, if a warranty claim was not filed or was denied.
- The frame and/or components were altered (e.g., polishing, structural or mechanical modifications, stripping, sanding, shot peening, etc.).
- The frame size or model is inappropriate for the rider.
- Damage caused by normal wear and tear, including material fatigue over time.

## LIMITATION OF LIABILITY

This warranty represents the complete and final warranty coverage for Devinci frames. Devinci does not authorize any individual, including authorized dealers, to offer any additional warranty beyond what is explicitly stated herein. Any other obligations, representations, or illustrations made by any party are not binding on Devinci and are excluded from this warranty.

Subject to applicable laws in Quebec and Canada, Devinci assumes no liability for material, bodily, or moral damages suffered by the user, purchaser, or any other party due to the use of a Devinci frame or component, except in cases of negligence or intentional misconduct by Devinci, as determined by a competent court.

Unless otherwise prohibited by applicable law, Devinci disclaims all other warranties, express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose. Devinci's liability will not exceed the actual purchase price of the bicycle, nor will it cover any special, incidental, or consequential damages related to the bicycle.

By claiming warranty rights, the purchaser agrees that any legal proceedings shall be conducted in the judicial district of Chicoutimi, Province of Quebec, Canada.

## HEAD OFFICE

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