

TECHNICAL MANUAL
2025+ E-SPARTAN LITE



BUILD MX GX AXS 12S
COLOR DEEP OLIVE

WE MAKE RIDERS

DEVINCI



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 E-Spartan Lite:

- 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](#).

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.



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 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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TECHNICAL SPECIFICATIONS

TECHNICAL SPECIFICATIONS

E-SPARTAN LITE

STEERING COLUMN DIMENSIONS		
1. UPPER (S.H.I.S)	ZS44	1-1/8" Zerostack
2. LOWER (S.H.I.S)	ZS56	1.5" Zerostack
CRANKSET		
3. MONTAGE ISCG	E-TYPE	
ELECTRIC ASSIST BOSCH		
4. DRIVE UNIT COMPATIBLE	BOSCH PERFORMANCE LINE SX GEN4	
5. BATTERY MOUNT COMPATIBLE	BOSCH CPT400WH	
6. SPEED SENSOR TYPE	WIRELESS RIM MAGNET	
DRIVETRAIN		
7. REAR HUB SPACING (OVER LOCKNUT DIMENSION)	TA 12x148 Boost	
8. MAXIMUM & MINIMUM CHAINRING	36T	32T
9. SMALLEST COG COMPATIBLE	12s 9T	
10. BIGGEST COG COMPATIBLE	12s 52T	
11. MAXIMUM & MINIMUM RECOMMENDED CHAINLINE	55mm	
SEAT TUBE AND SEAT CLAMP		
12. SEAT TUBE INSIDE DIAMETER	31.6 mm	
13. SEAT TUBE OUTSIDE DIAMETER	34.9 mm	
14. DROPPER POST COMPATIBLE	Yes Full internal	
BRAKES		
15. BRAKE MOUNT (FRAME)	200 mm direct	
16. MAX ROTOR SIZE COMPATIBLE (FRAME)	220 mm	
ACCESSORIES		
17. WATER BOTTLE (FRAME)	Yes (22 oz.)	
18. PROTECTORS	Downtube, chainstay and shuttle guard	
COMPATIBILITY INFO (BASED ON SIZE MEDIUM)		
E-SPARTAN LITE FORK 170 MM TRAVEL 165 MM		
19. FRONT SUSPENSION (TRAVEL & SAG)	170 mm	25%
20. FORK (AXLE-TO-CROWN & DÉPORT)	165 mm	25%
21. FORK (CROWNED AXLE [A] & OFFSET [B])	A. 586 mm	B. 44 mm
22. FRONT & REAR MAX ETRTO	63-622	63-584
23. REAR SUSPENSION (DIMENSIONS & SAG)	205 x 65 mm	25%
24. SHOCK PIGGYBACK COMPATIBILITY	Yes	
25. SPRING TYPE COMPATIBILITY	Air & Coil	
26. UPPER/FRONT SHOCK HARDWARE DIMENSIONS	Trunnion	
27. LOWER/REAR SHOCK HARDWARE DIMENSIONS	35 x 10 mm	

*** DISCLAIMER**
We are testing many different tires to establish a clearance number that cover a wide spectrum of tires with appropriate frame clearance. However, it is impossible for us to test all tires and rim combination available on the market, so be mindful that some combinations may result in slight rubbing if higher than 68mm in actual width.

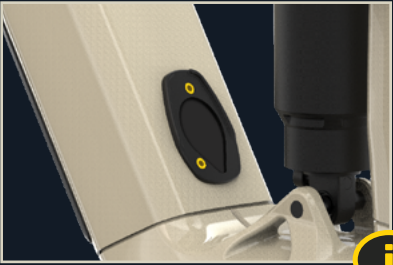
SIZES AVAILABLE
M | L | XL



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

The **powermore battery is not compatible in the lower position**.

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



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



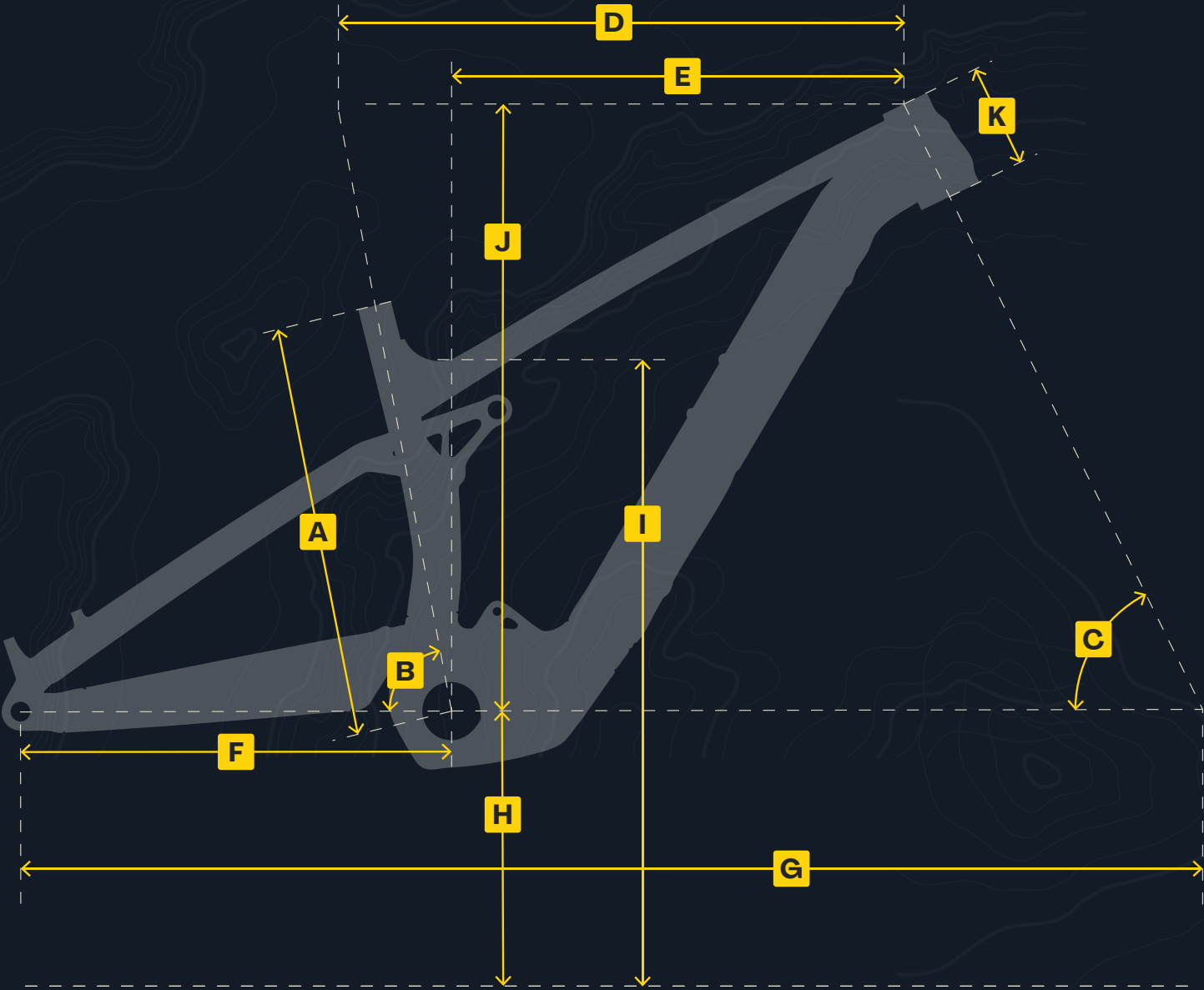
If the battery gets drained to 0%, the charger needs to be connected to the bike first and then to the power outlet in order for communication to be established and begin the charging process.

GEOMETRY



GEOMETRY

E-SPARTAN LITE



	MEDIUM 169 – 179 CM	LARGE 178 – 188 CM	X-LARGE 187 – 198 CM
A - ST (MM)	420	460	495
B - SA (DEG)	77.7	77.5	77.4
C - HA (DEG)	63.5	63.5	63.5
D - TT (MM)	594	618	641
E - REACH (MM)	460	480	500
F - CS (MM)	436	436	436
G - WB (MM)	1245	1269	1294
H - BBH (MM)	355	355	355
I - SOH (MM)	745	745	745
J - STACK (MM)	618	627	636
K - HT (MM)	105	115	125

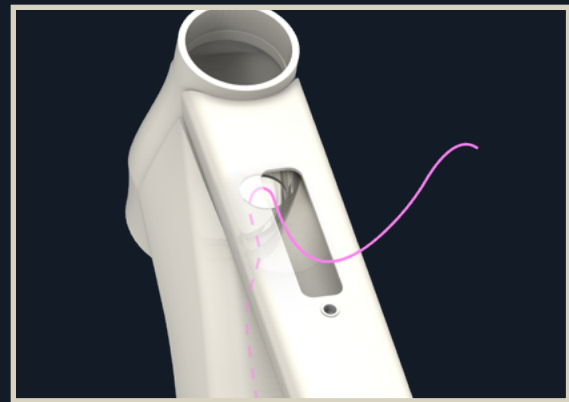


CABLE ROUTING

CONSOLE POWER CABLE

E-SPARTAN LITE

STEP 1



STEP 1

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

STEP 2

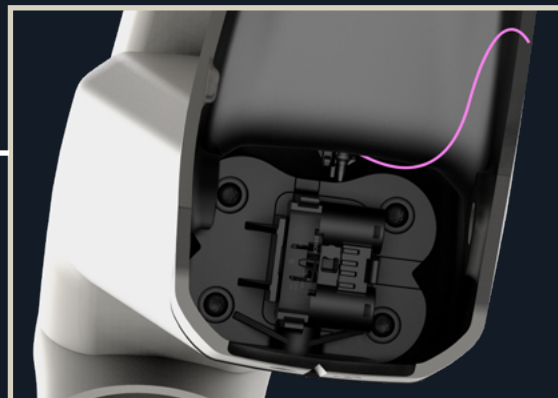
Insert the console electrical cable into the down tube via the cavity located at the junction between the top tube and the down tube.

STEP 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 2

STEP 3



LEGEND

- External cable routing
- Internal cable routing
- Anti-impact foam tube (350mm)

CHARGE PORT CABLE & POWER CABLE

E-SPARTAN LITE

STEP 1

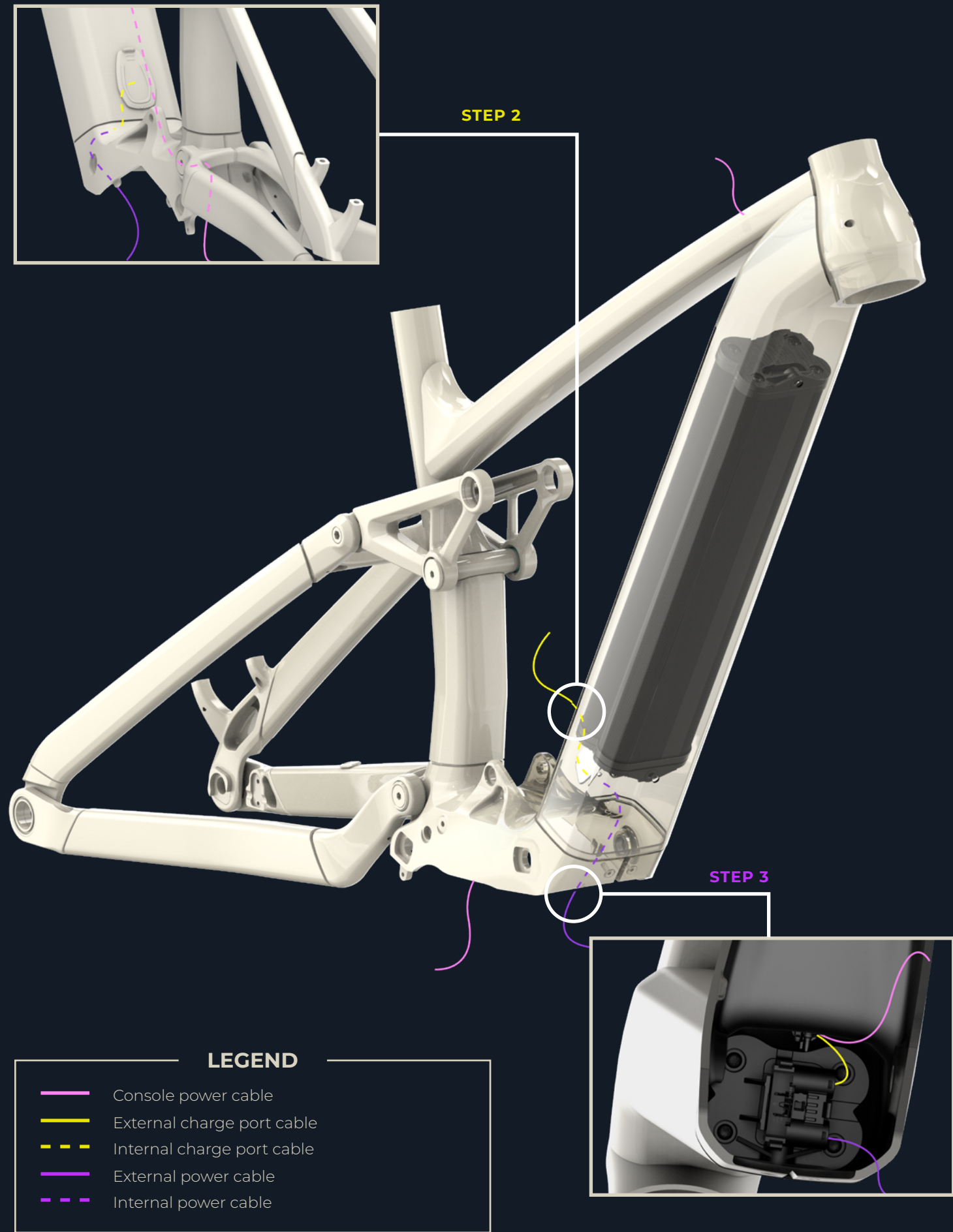
Connect the charge port cable to the power cable. Slide and secure the battery into the down tube, making sure the console power cable runs over the top of the battery, to the right of the bottle cage rivets.

STEP 2

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

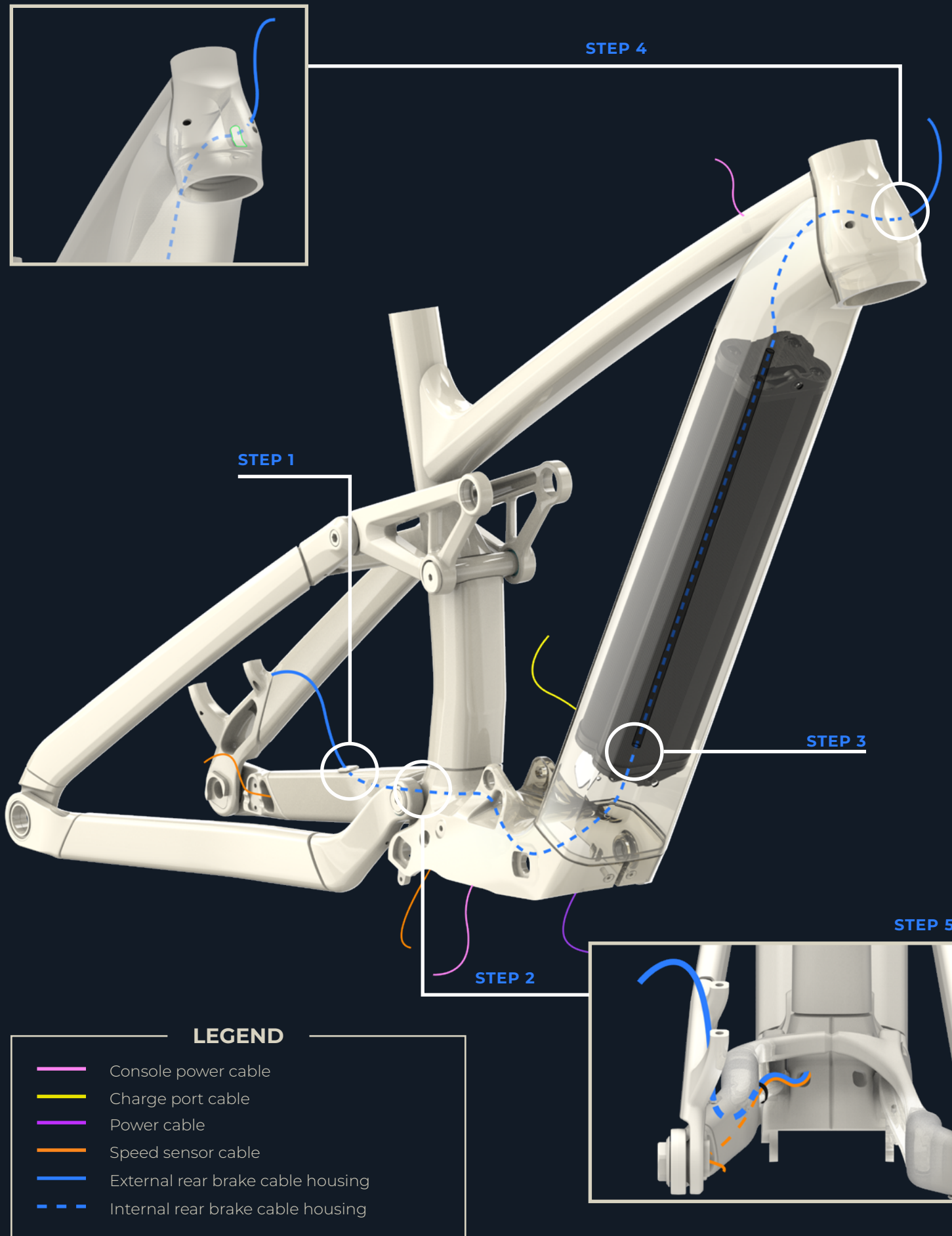
STEP 3

Let the power cable hang out through the motor shell.



LEGEND

- Console power cable
- External charge port cable
- Internal charge port cable
- External power cable
- Internal power cable



REAR BRAKE CABLE HOUSING

E-SPARTAN LITE

i 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

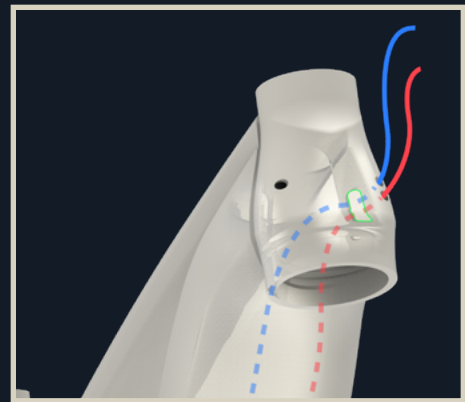
Insert the rear brake housing into the left inner oval cavity of the head tube, then guide it out through the upper left grommet.

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

STEP 5

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

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



STEP 5

STEP 3

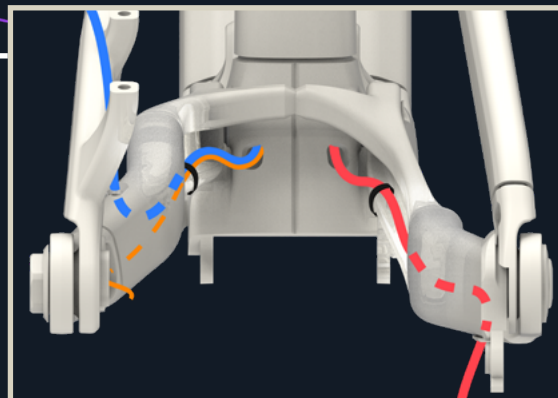
STEP 4

STEP 1

STEP 2

LEGEND

- Console power cable
- Charge port cable
- Power cable
- Speed sensor cable
- Rear brake cable housing
- External rear derailleur housing
- - - Internal rear derailleur housing



REAR DERAILLEUR CABLE HOUSING

E-SPARTAN LITE



Make sure the battery is in place in the down tube before starting.



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.



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.

STEP 6

Secure the rear speed housing to the chainstay at the designated mounting point using a small tie.



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

REAR DERAILLEUR ELECTRICAL CABLE

E-SPARTAN LITE

STEP 1

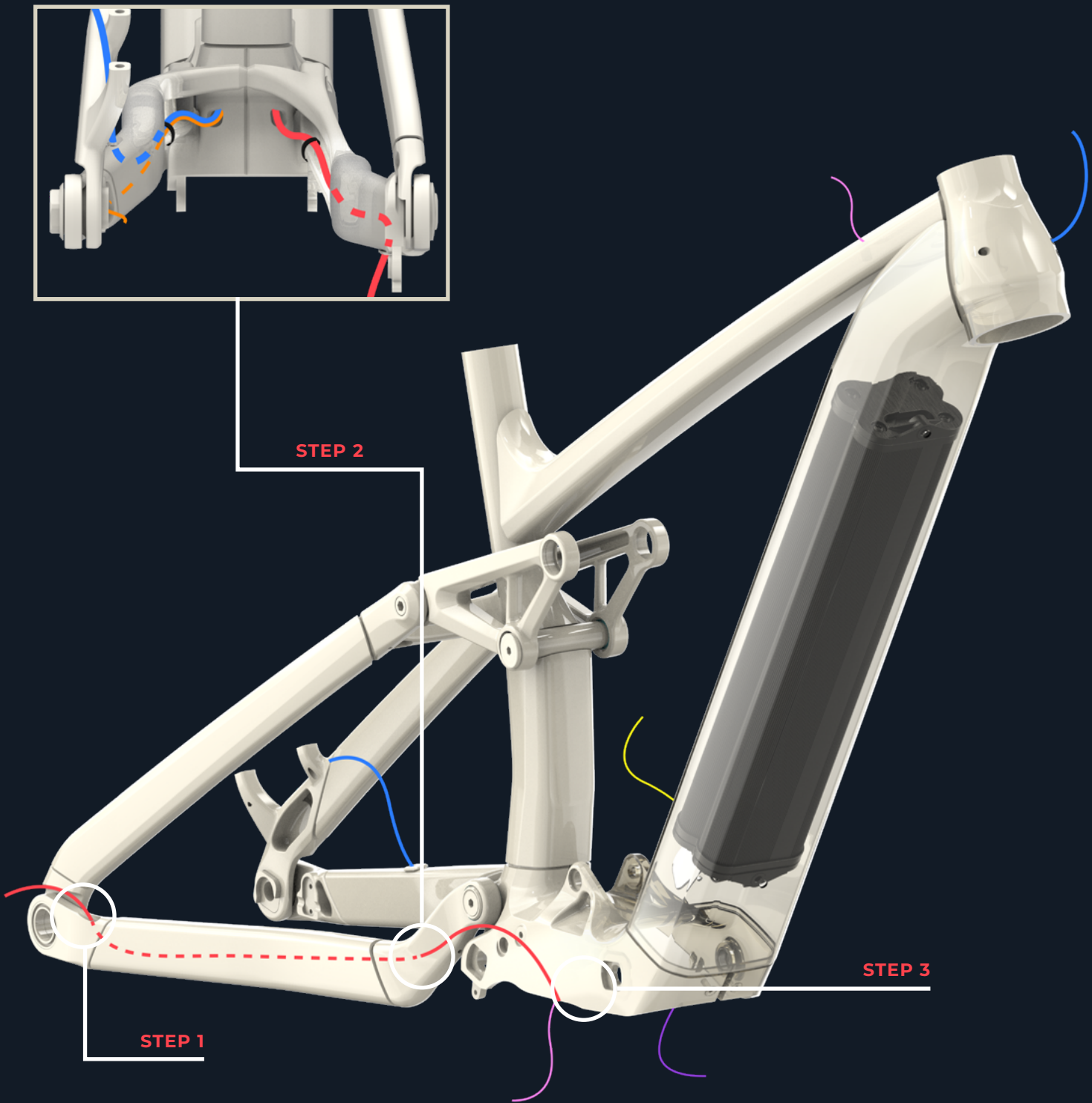
Insert the speed housing into the upper right cavity of the chainstay.

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.

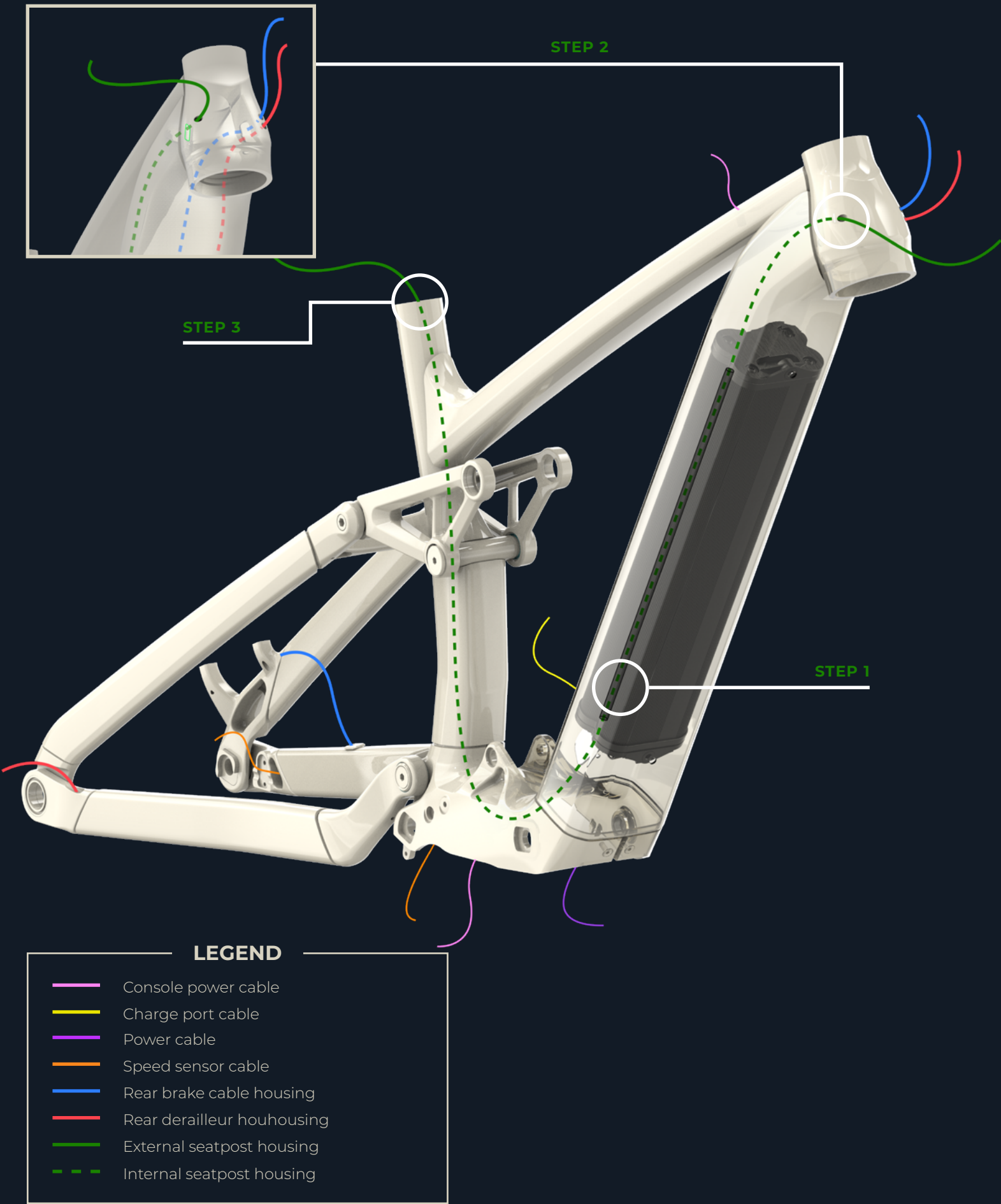


LEGEND

- Console power cable
- Charge port cable
- Power cable
- Speed sensor cable
- Rear brake cable housing
- External rear derailleur housing
- Internal rear derailleur housing

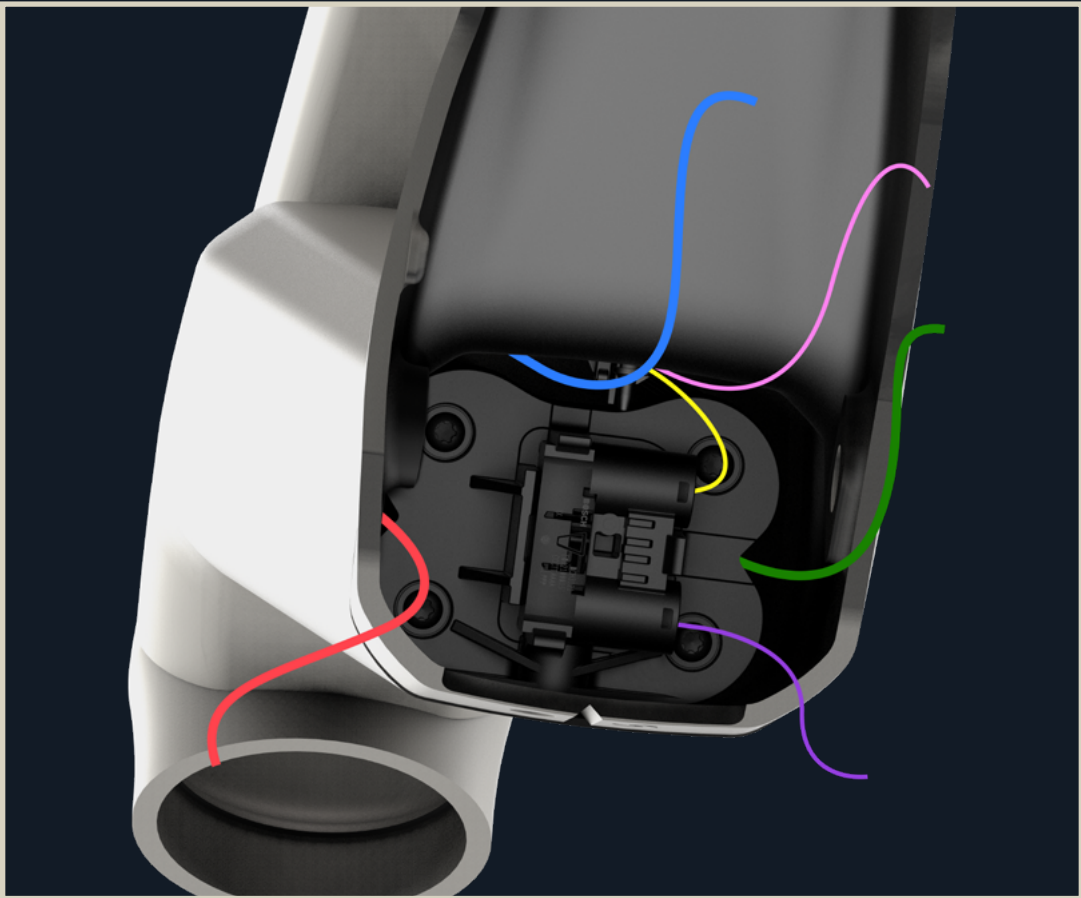
SEATPOST HOUSING

E-SPARTAN LITE



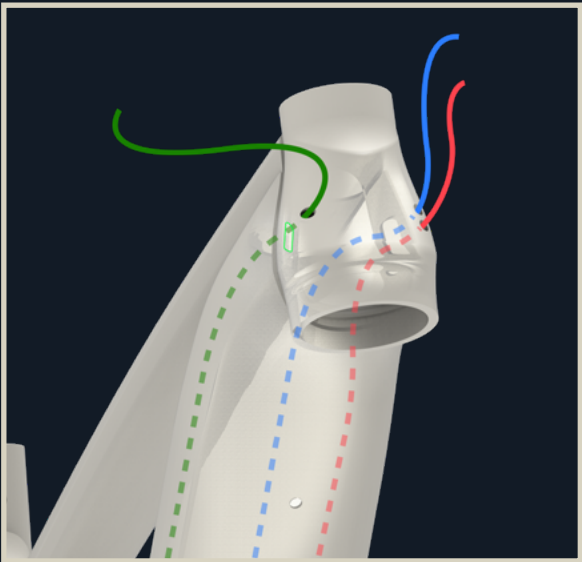
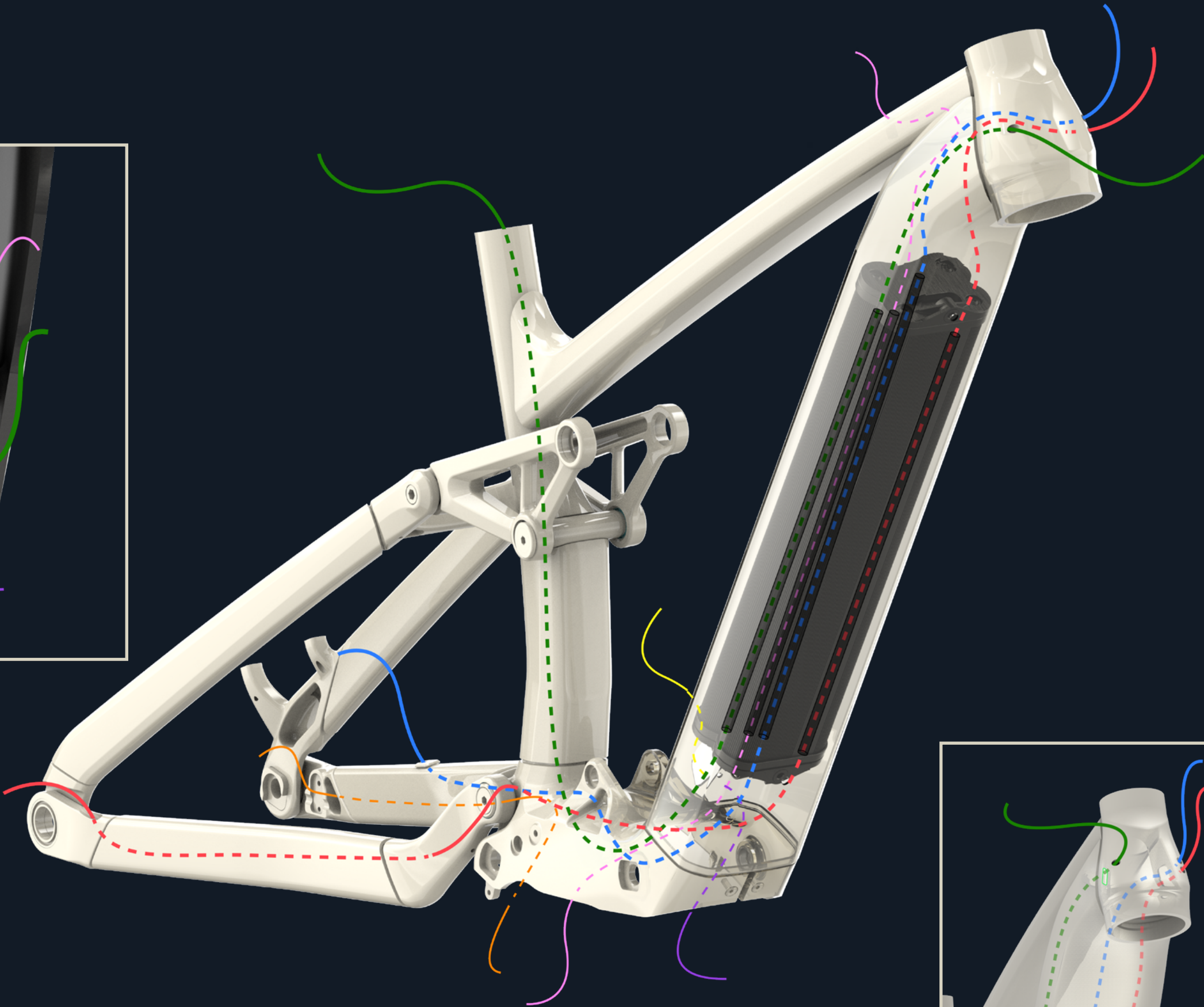
CABLE ROUTING

E-SPARTAN LITE



LEGEND

- Console power cable
- Charge port cable
- Power cable
- Speed sensor cable
- Rear brake cable housing
- Rear derailleur housing
- Seatpost housing
- External cable
- Internal cable
- Impact-protection foam tube (350mm)





SERVICE KITS

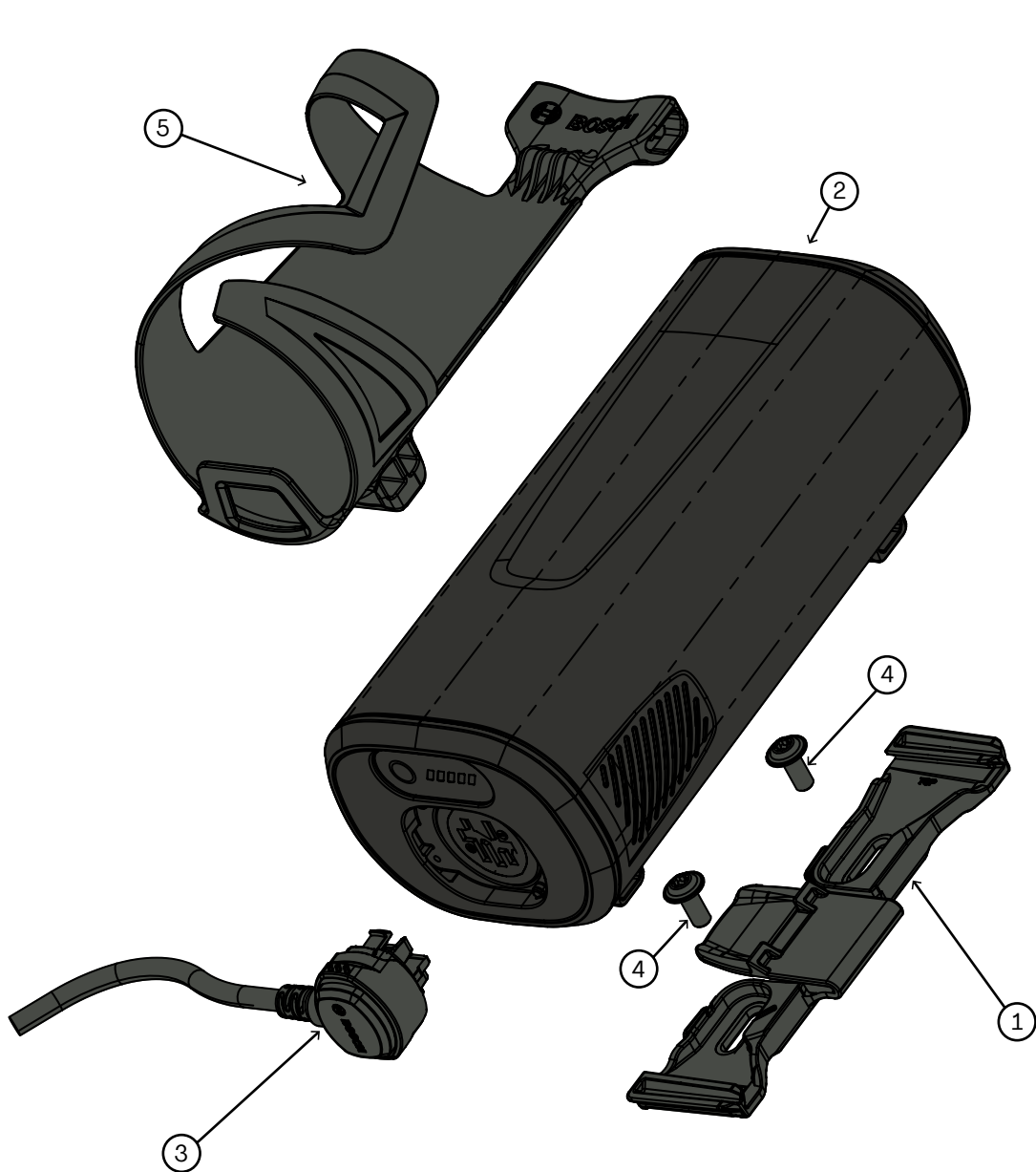
SERVICE KITS

E-SPARTAN LITE

KFC07201

POWERMORE ASSEMBLY WITH BOTTLE CAGE - E-TROY LITE ET E-SPARTAN LITE

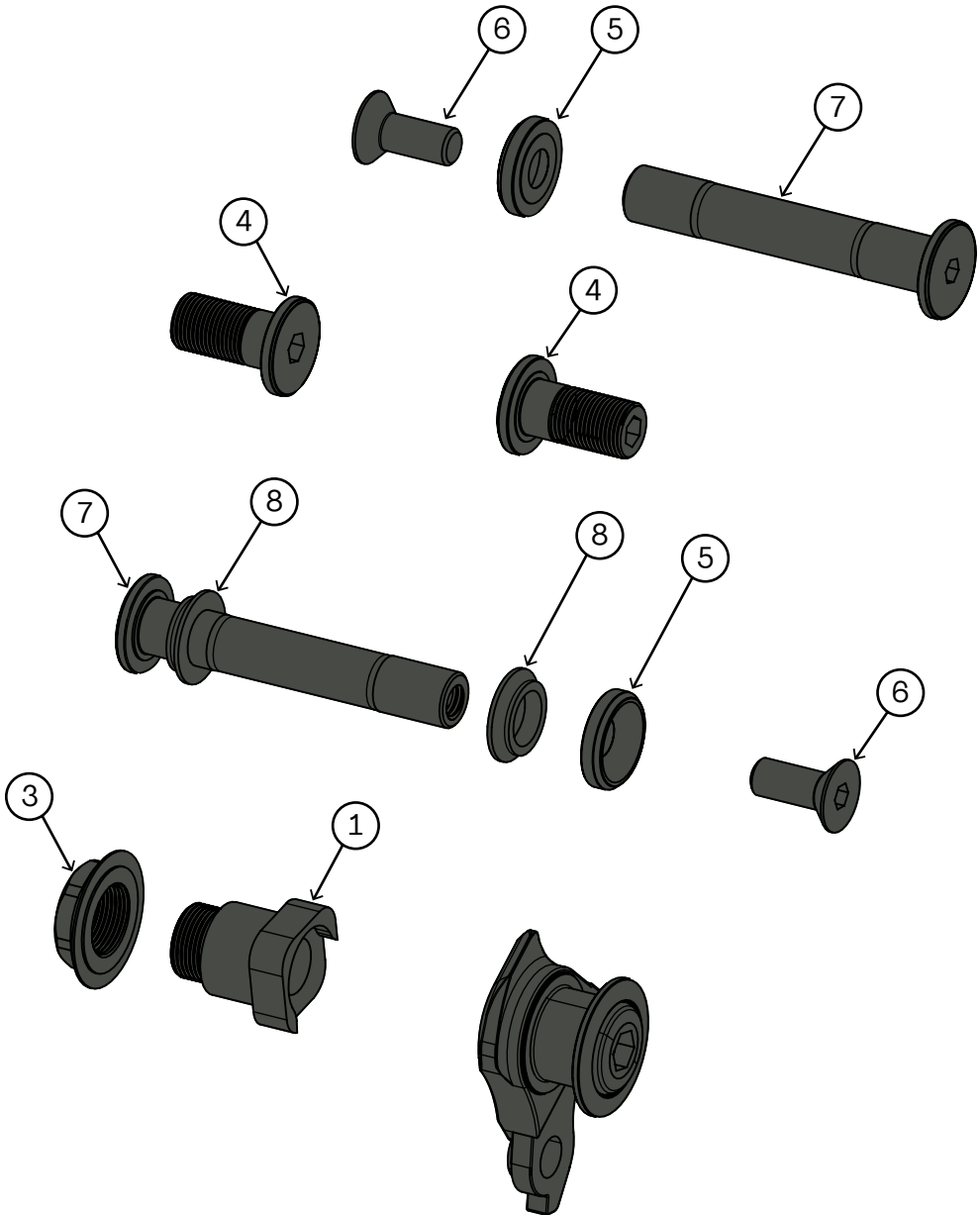
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MABT24030	Holder PowerMore BOSCH	1
2	MABT24031	PowerMore 250 Wh BOSCH	1
3	MABT24040	Cable PowerMore 150mm BOSCH	1
4	MFV24060	Screw M5x12 BOSCH	2
5	MAABC24001	Bottle Cage for PowerMore Holder	1



KFC07202

PIVOT KIT E-TROY LITE ET E-SPARTAN LITE

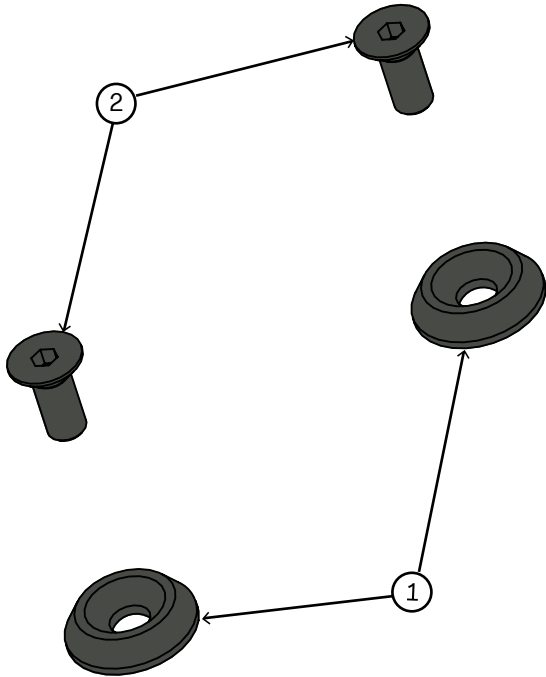
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MFP24008	Dropout Pivot Left Shaft 20 mm	1
2	MFP21001	Hanger UDH	1
3	MFP24009	Pivot Nut for MR 20307 Bearing	1
4	MFV24016	Socket Cap Screw M12 x 1.0 x 21mm	2
5	MFV24008	Pivot Washer	2
6	MFV24012	Socket Flat Screw M8 x 1.25 x 20mm	2
7	MFP24010	Shaft 12x73	2
8	MFP24012	Pivot Spacer 12x16x4 2	2



KFC07203

BATTERY MOUNT BOLT W/WASHER E-TROY LITE ET E-SPARTAN LITE

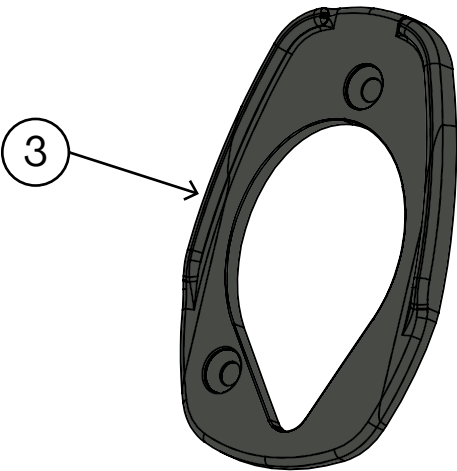
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MFV24014	COUNTERSUNK WASHER M5	2
2	MFV18003	SOCKET FLAT SCREW M5x0.8 X 12mm	2



KFC07204

CHARGING PORT SPACER E-TROY LITE ET E-SPARTAN LITE

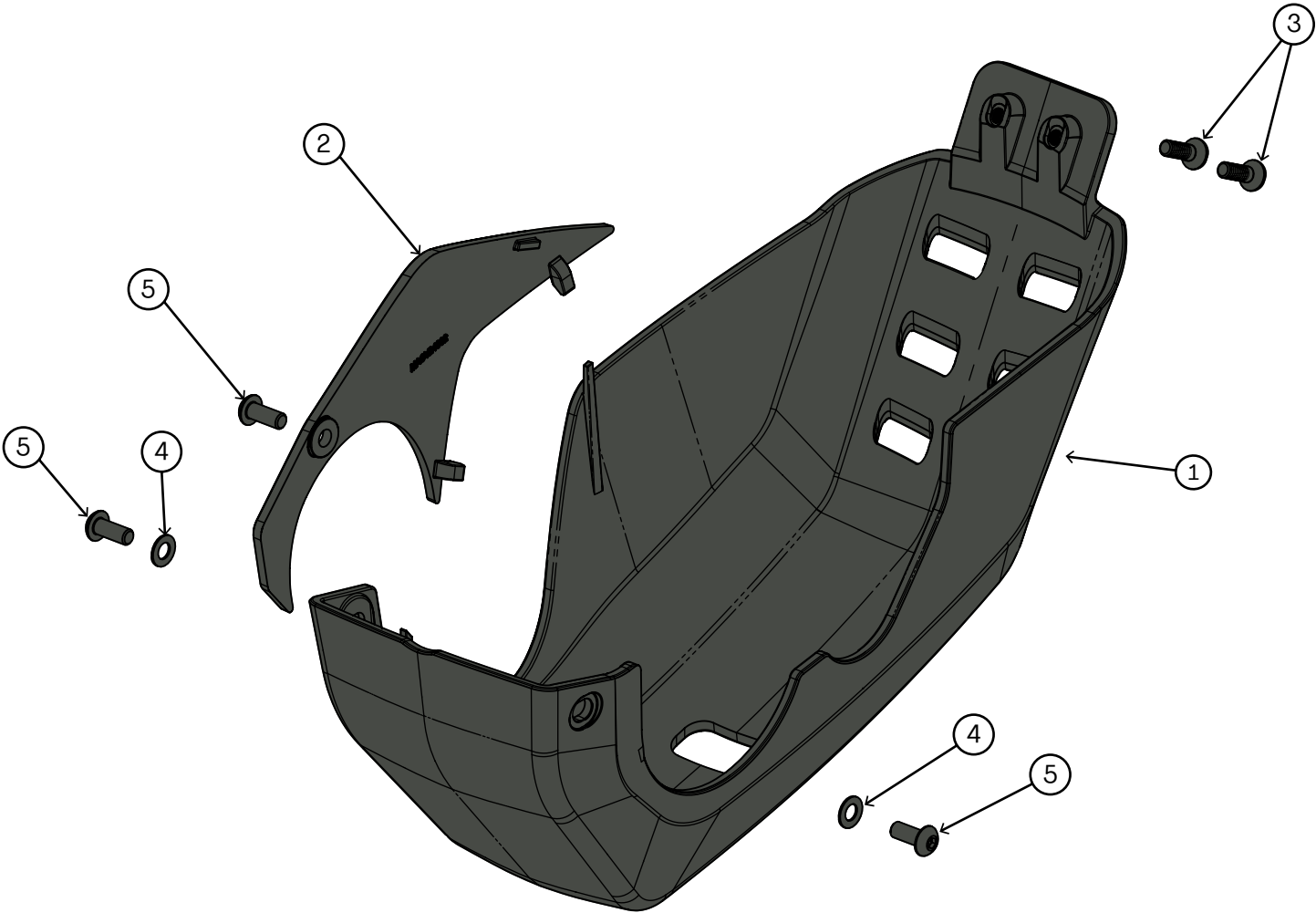
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
3	MAPT25001	PLASTIC SPACER FOR COBS	1



KFC07205

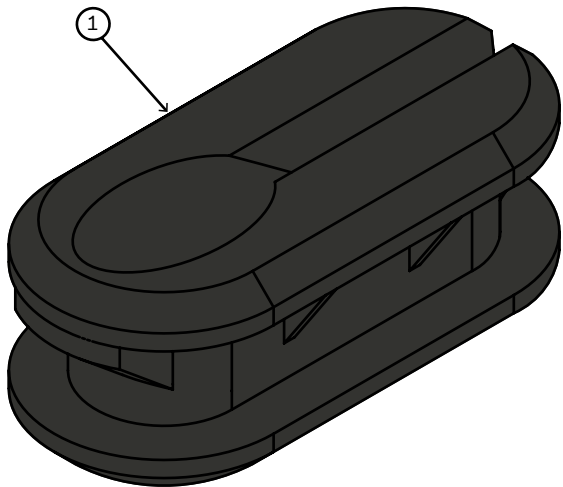
MOTOR COVER KIT E-TROY LITE ET E-SPARTAN LITE

ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MACV24001	072- EMTB SL 29/27 SX MOTOR COVER	1
2	MACV24002	072- LATERAL SX MOTOR COVER	1
3	MFV19006	SOCKET FLAT SCREW M4x0.7 X 12mm	2
4	MFV23008	FLAT WASHER M4, OD 8mm, SS 18-8	2
5	MFV00165-01	SOCKET BUTTON SCREW M4x0.7 X 10mm	3



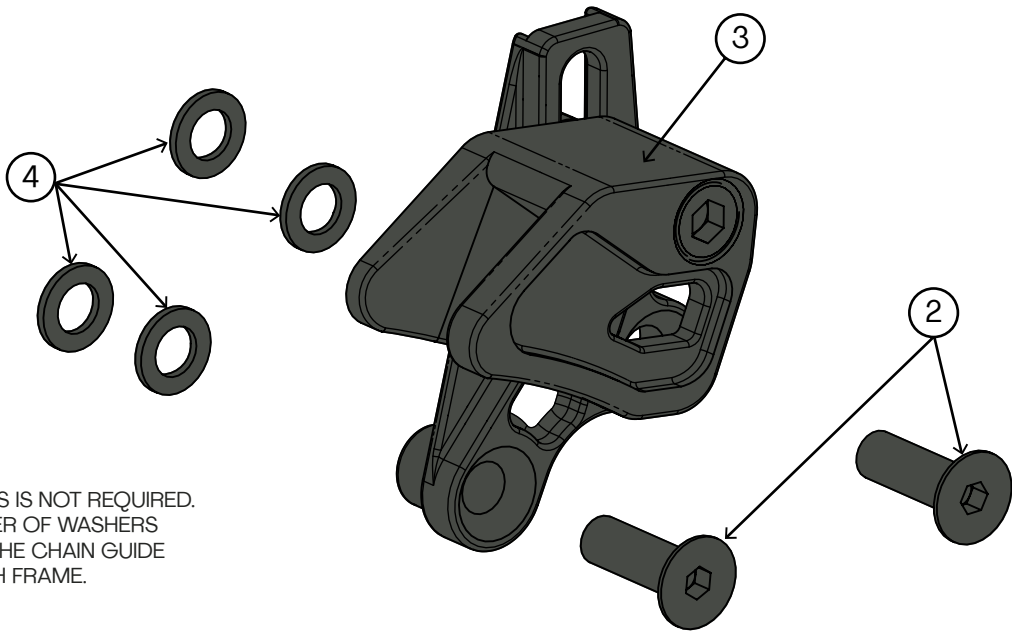
KFC07206
CHAINSTAY CABLE GUIDE E-TROY LITE ET E-SPARTAN LITE

ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MFB19008	Cable Guide 5mm	1



KFC07207
CHAIN GUIDE E-TROY LITE ET E-SPARTAN LITE

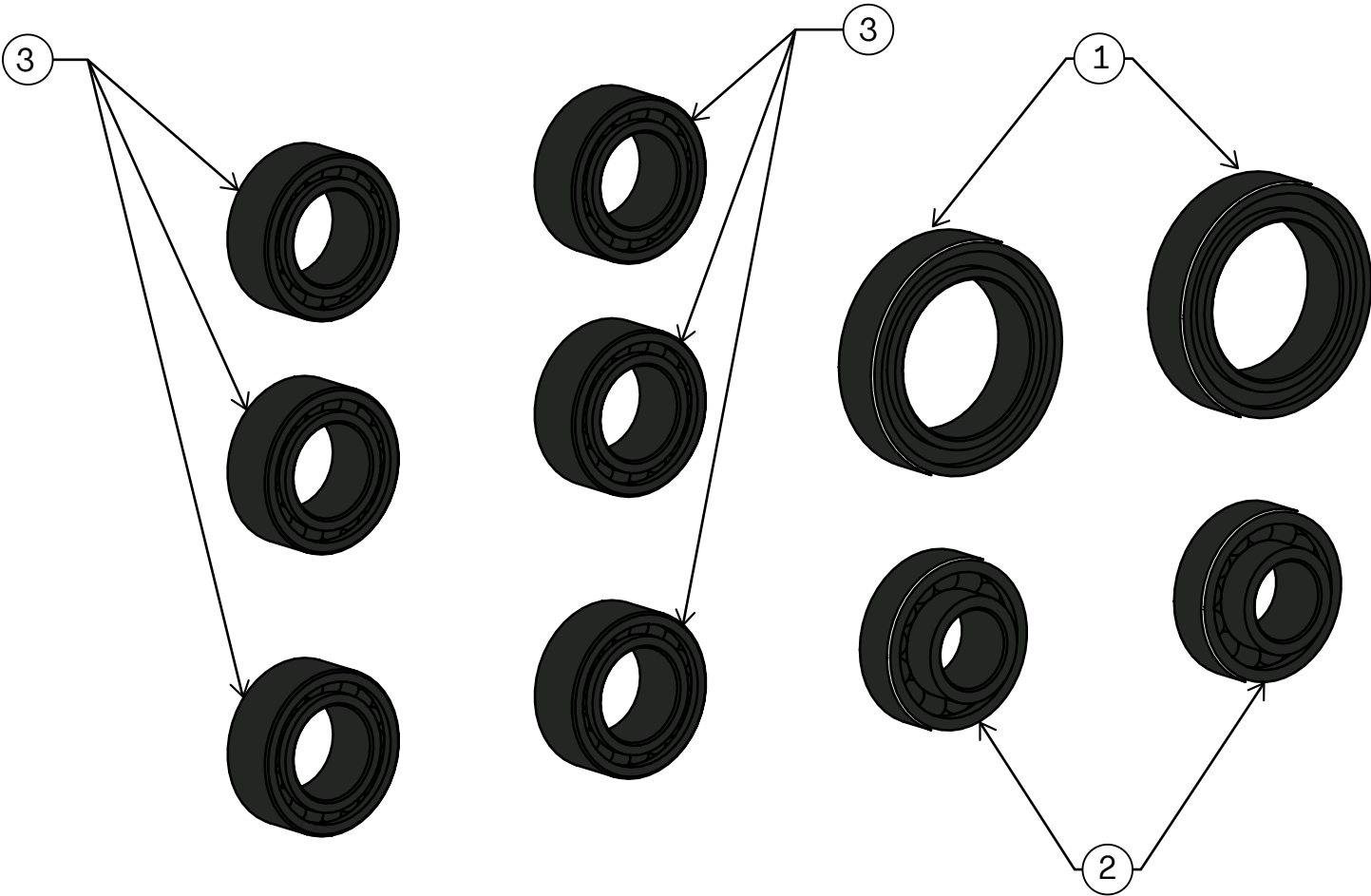
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
2	-	Flat Head HEX. Screw M5 x 16MM	2
3	MAGC24002	Chain Device CH-ES-LD DM	1
4	WASHER M5	O.D. 9.0	4



NOTE
USING ALL 4 WASHERS IS NOT REQUIRED.
USE ONLY THE NUMBER OF WASHERS
NEEDED TO ADJUST THE CHAIN GUIDE
ACCORDING TO EACH FRAME.

KFC08902
BEARING KIT E-TROY LITE, TROY ST, TROY, E-SPARTAN LITE

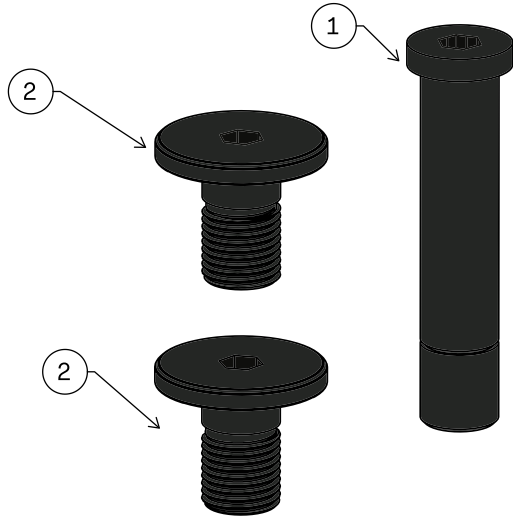
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MFP21016	BALL BEARING MR20307 20x30x7; STD TYPE, DOUBLE LIP	2
2	MFP24014	BEARING 6900 WITH EXTENDED INNER CAGE	2
3	MFP19001	BALL BEARING 3801 LLU MAX 12x21x8	6



KFC08901

SHOCK BOLT E-TROY BOSCH PURION/KIOX, E-TROY LITE, E-SPARTAN LITE

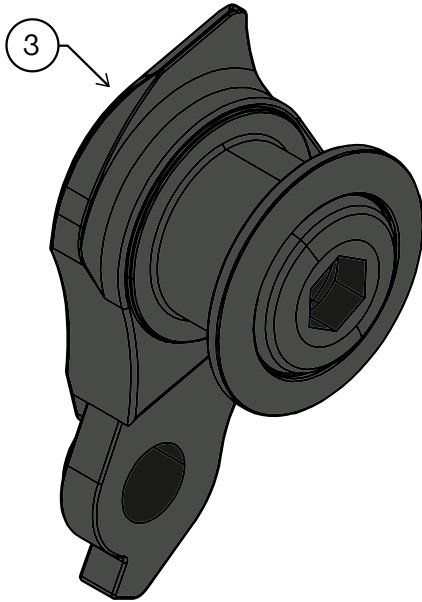
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MFV21002	SOCKET CAP SCREW M10 x 1.0 x 48mm	1
2	MFV24009 (Default)	UPPER SHOCK SCREW E-MTB SL	2



KFC05602

DERAILLEUR HANGER UDH W/29.7 WASHER SPLITPIVOT BIKES

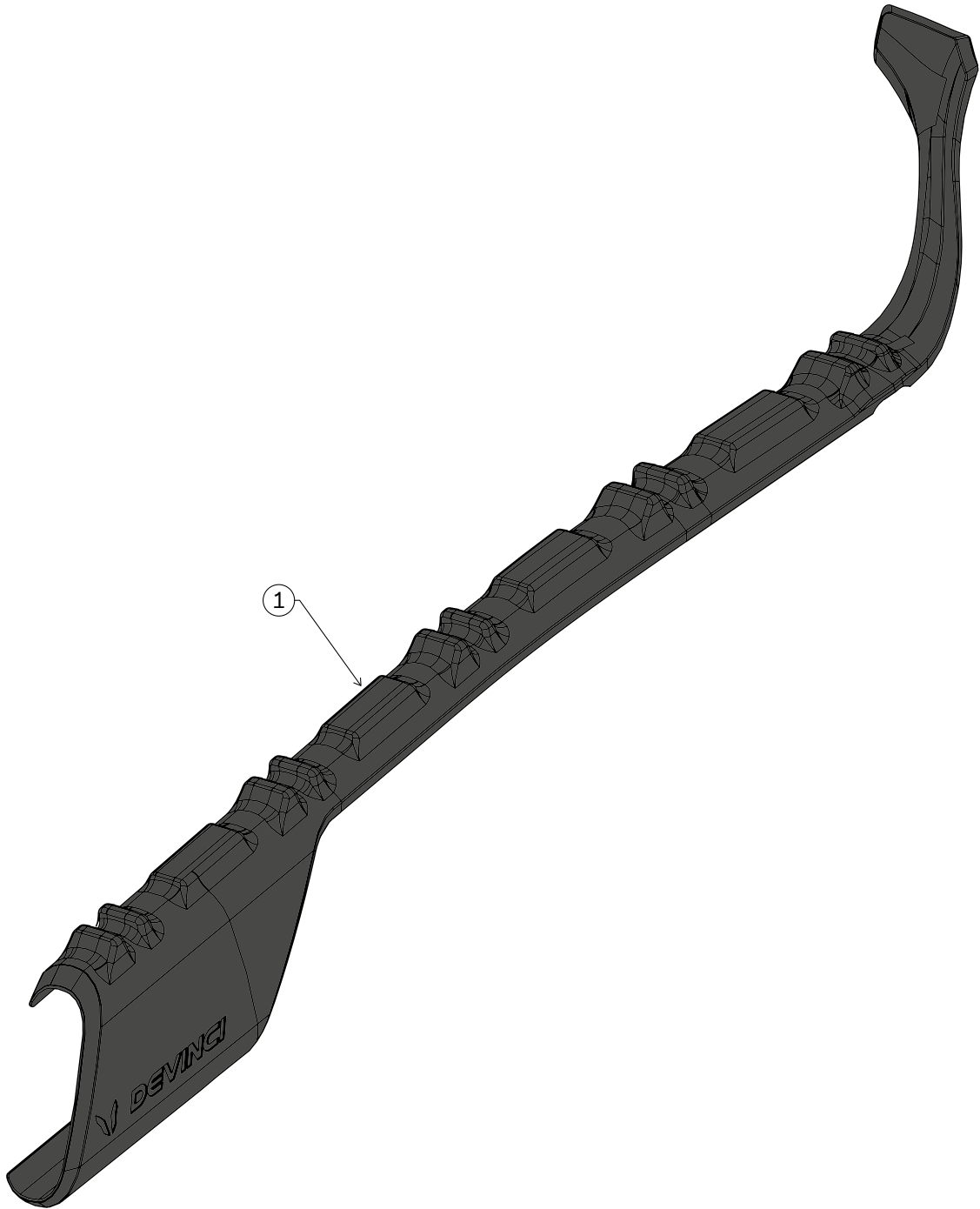
ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
3	MFD21001	HANGER UDH	1



KFC08908

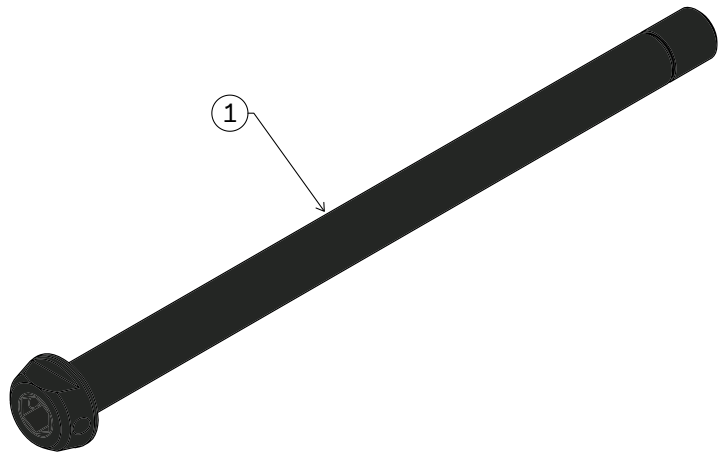
CHAINSTAY PROTECTOR KIT E-TROY BOSCH CX, E-TROY LITE, E-SPARTAN LITE

ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MACP24005	CS PROTECTOR 072-9800	1



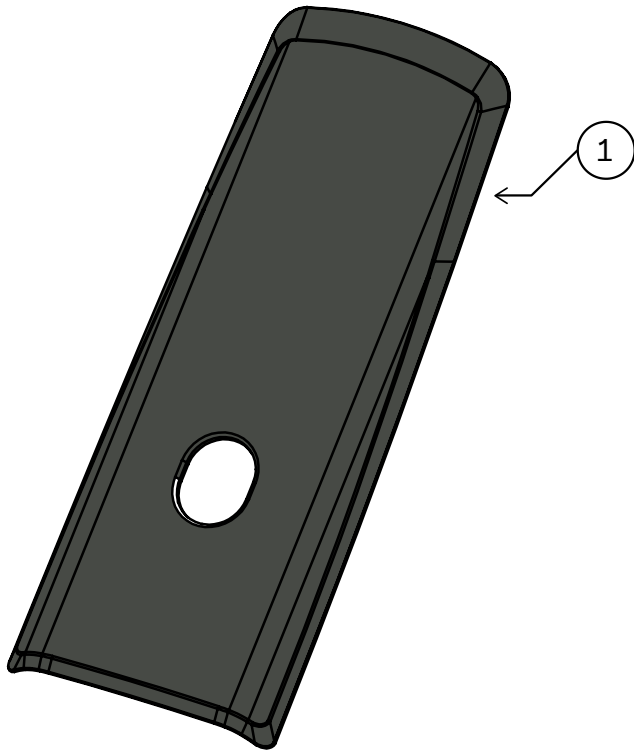
KFC06503
REAR AXLE BOOST 148*12MM UDH W/O HANDLE, SPLITPIVOT

ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MAAX21003	AXLE FOR 157mm REAR HUB WITH UDH	1



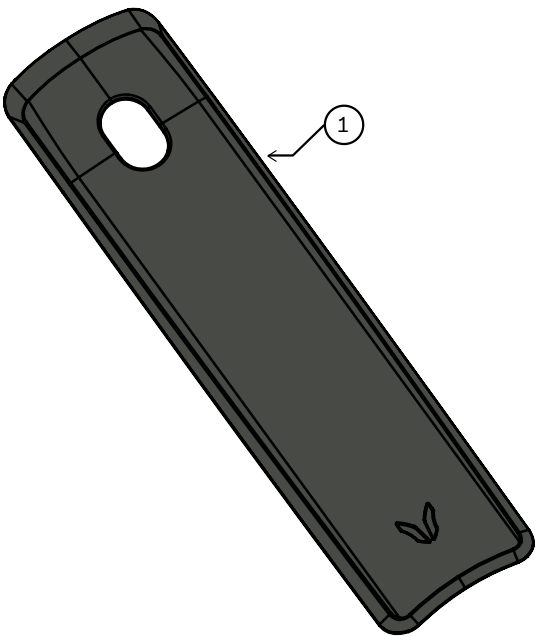
KFC07208
DT PROTECTOR, E-TROY LITE, E-SPARTAN LITE

ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MACP25005	072- DOWN TUBE PROTECTOR 072	1



KFC07210
SHUTTLE PAD PROTECTOR, E-TROY LITE, E-SPARTAN LITE

ITEMS	# DE PIÈCES	DESCRIPTION	QTÉ
1	MACP26001	SHUTTLE PAD PROTECTION	1



BOSCH PERFORMANCE LINE SX

E-SPARTAN LITE



E-BIKE SYSTEM	The smart system
SHIFTING SYSTEM TYPE	Derailleur system, hub gear system
MAXIMUM SUPPORT LEVEL (%)	400%
MAXIMUM POSSIBLE DRIVE TORQUE	60 Nm
START-UP BEHAVIOUR	Natural, sensitive
SUPPORT UP TO MAX.	25 km/h
BACKPEDAL BRAKE	No
WALK ASSIST WITH HILL HOLD	Yes
HILL START ASSIST WITH HILL HOLD	Yes
GEAR SHIFT DETECTION	No
WEIGHT, APPROX.	2.0 kg
RATED CONTINUOUS OUTPUT	250 W
MAXIMUM POWER	600 W
MAX. POWER AT A CADENCE OF 70 RPM	400 W
MAX. POWER-TO-WEIGHT RATIO, APPROX.	300 W/kg

SYSTEM CONTROLLER



MINI REMOTE/ MINI REMOTE DROPBAR



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

POWERPACK 545 FRAME



SYSTEM	The smart system
MOUNTING TYPE	In the frame : horizontal Vertical
VOLTAGE	36 V
CAPACITY	11.1 Ah
ENERGY CONTENT	approx. 400 Wh
WEIGHT, FRAME BATTERY RACK BATTERY	approx. 4.4 lbs
SIZE, HORIZONTAL VERTICAL	13.9 x 2.2 x 3.0 in/ 13.9 x 2.2 x 3.0 in
COMPATIBLE WITH DUALBATTERY OF THE SMART SYSTEM	Yes
4A CHARGEUR	50% charge: approx. 1.5 hours 100% charge: approx. 3.5 hrs.
2A CHARGEUR	50% charge: approx. 2.8 hours 100% charge: approx. 6 hrs.

A full-page background image showing a mountain biker in mid-air, jumping over a rocky trail in a forest. The biker is wearing a white long-sleeved shirt, dark pants, and a helmet. The bike is black with red accents. The trail is rocky and dusty, with a second biker visible in the background. The forest is dense with tall trees and green foliage. The word "WARRANTY" is overlaid in large, white, bold, sans-serif capital letters on the left side of the image.

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.

WHAT’S COVERED

FOR THE ORIGINAL OWNER

- **Aluminum frames:** Lifetime warranty* for the bicycle’s useful life
- **Carbon fiber frames:** Lifetime warranty* for the bicycle’s useful life
- **Paint and decals:** 1-year warranty
- **Suspension pivots (bearings, bolts, axles):** 1-year warranty

*Proof of purchase is required for all warranty claims.

COMPONENTS

All components on Devinci bikes are covered by their respective manufacturer warranties. For questions, your authorized Devinci retailer is your go-to resource. <https://www.devinci.com/en/find-a-dealer/>

OUTSIDE THE WARRANTY? WE’VE GOT YOUR BACK.

CUSTOMER ASSISTANCE PROGRAM

Accidents happen. That’s why we created the [Devinci Customer Assistance Program](#).

If your situation isn’t covered under warranty—whether it’s a crash, damage, or just bad luck—we’ll help you get back on the road or trail with a **discount on replacement parts**, based on their original retail price. This program is offered **for life**, at our discretion, and is available through our customer service team or any authorized Devinci retailer.

WHAT’S NOT COVERED

Our warranty does not apply in the following cases:

- Bike not purchased from an authorized Devinci retailer
- Improper assembly or service not performed by an authorized retailer
- Accidents, misuse, or excessive/abusive riding
- Damage from high-intensity use (racing, bike parks, improper transport, etc.)
- Structural or cosmetic modifications to the frame
- Normal wear and tear or material fatigue over time
- Costs of replacing parts that are worn out or obsolete at the time of the claim

For any questions, please contact our customer service team or your nearest Devinci retailer.

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.

DEVINCI WARRANTY

- 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.



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