

WE MAKE RIDERS

CHICOUTIMI, QUÉBEC



TECHNICAL MANUAL

E-HATCHET TOUR 2025+

DEVINCI



PLEASE READ BEFORE USING YOUR BIKE

Even if you have already piloted 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-Hatchet Tour:

- 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 Mahle 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 [Mahle website](#).

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 or 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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F R A M E

TECHNICAL SPECIFICATIONS

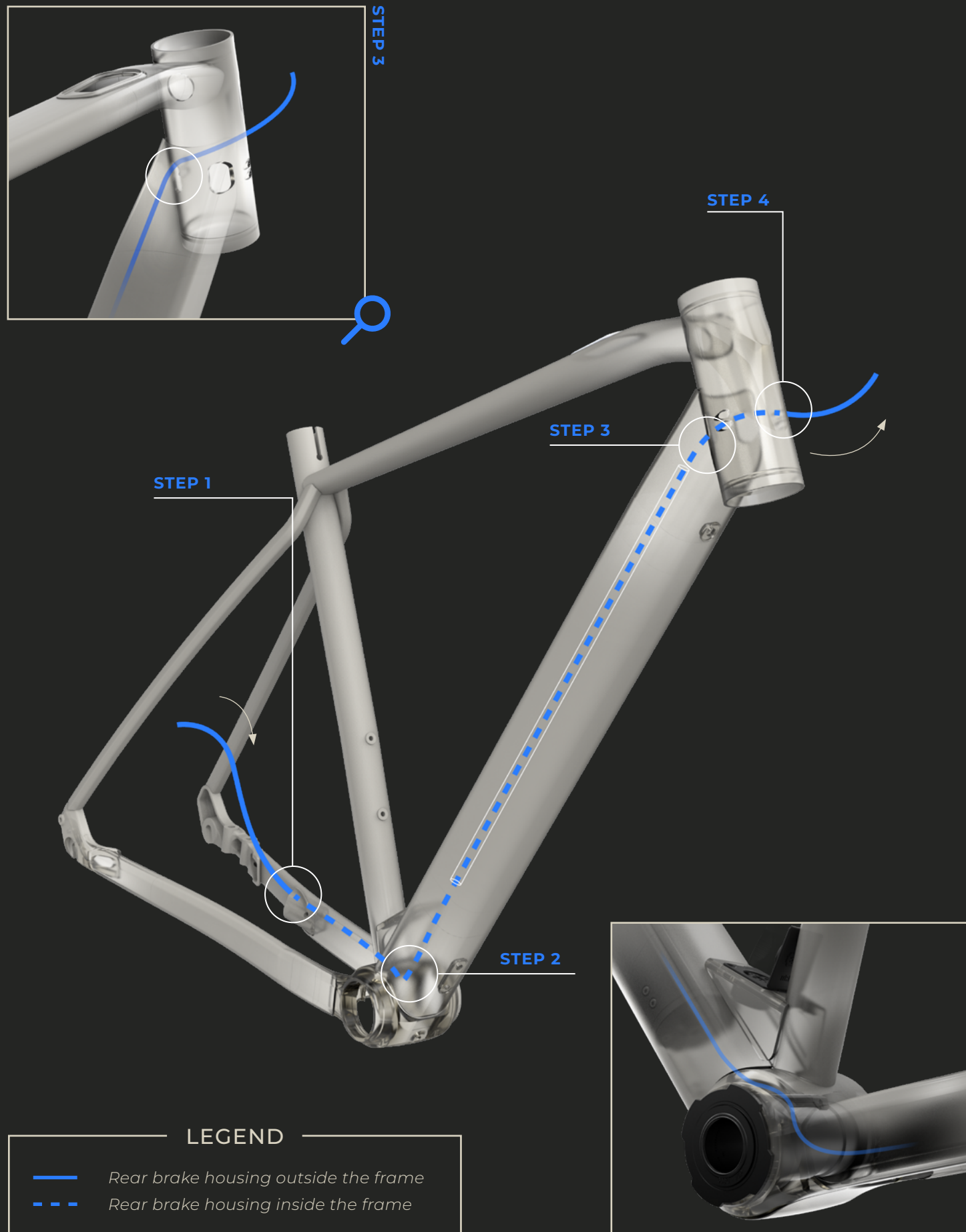
HEADTUBE DIMENSIONS		
1. UPPER (S.H.I.S)	IS52	1.5" IS
2. LOWER (S.H.I.S)	IS52	1.5" IS
BOTTOM BRACKET		
3. STANDARD	Mahle torque sensor PF46-24	
4. FRONT DERAILEUR MOUNT	CLAMP BAND 31.8MM	
FORK		
6. FRONT HUB SPACING (OVER LOCKNUT DIMENSION)	100 mm	
7. HEADTTUBE DIMENSION (S.H.I.S.)	28.6 40	1-1/8" to 1.5"
ELECTRIC ASSIST		
8. MOTOR COMPATIBILITY	Mahle X30	
DRIVETRAIN		
9. 6. REAR HUB SPACING (OVER LOCKNUT DIMENSION)	136.5mm	
10. CHAINRING MAX & MIN	44T (X1) 50T (X2)	34T (X1) 30T (X2)
11. SMALLEST COG COMPATIBLE	9T	
12. BIGGEST COG COMPATIBLE	52T	
13. RECOMMENDED CHAINLINE MIN. & MAX.	44.5 mm	51 mm
SEAT TUBE & SEAT CLAMP		
14. SEAT TUBE INSIDE DIAMETER (ID)	27.2 mm	
15. SEAT TUBE OUTSIDE DIAMETER (OD)	31.8 mm	
16. DROPPER POST COMPATIBLE	Yes Internal	
BRAKES		
17. BRAKE MOUNT (FRAME & FORK)	160mm Direct Mount	
18. MAX ROTOR SIZE AVAILABLE (FRAME & FORK)	180 mm	
19. BRAKE MOUNT THICKNESS (FRONT & REAR)	25 mm	
ACCESSORIES		
20. ROOM FOR A BOTTLE (FORK)	NO	
21. ESPACE POUR BOUTEILLE (FRAME)	YES (Seat tube, under & on the inside of the down tube)	
22. EVERYTHING MOUNT (FORK & FRAME)	YES (3 mounts)	NO
23. PORTE-BAGAGES (FRONT REAR)	COMPATIBLE LOW RIDER	STANDARD
24. COMPATIBILITÉ GARDES-BOUE (FRONT ET REAR)	YES STANDARD	
25. PROTECTOR	YES (CS)	
GEOMETRY INPUTS (BASED ON MEDIUM SIZE)		
E-HATCHET TOUR ALUMINUM		
26. FORK (AXLE-TO-CROWN[A] & OFFSET [B])	A. 395	B. 50
27. TIRE CLEARANCE MAX ETRTO FRONT & REAR	700c x 45 mm 42-622	

*** 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 45mm in actual width.





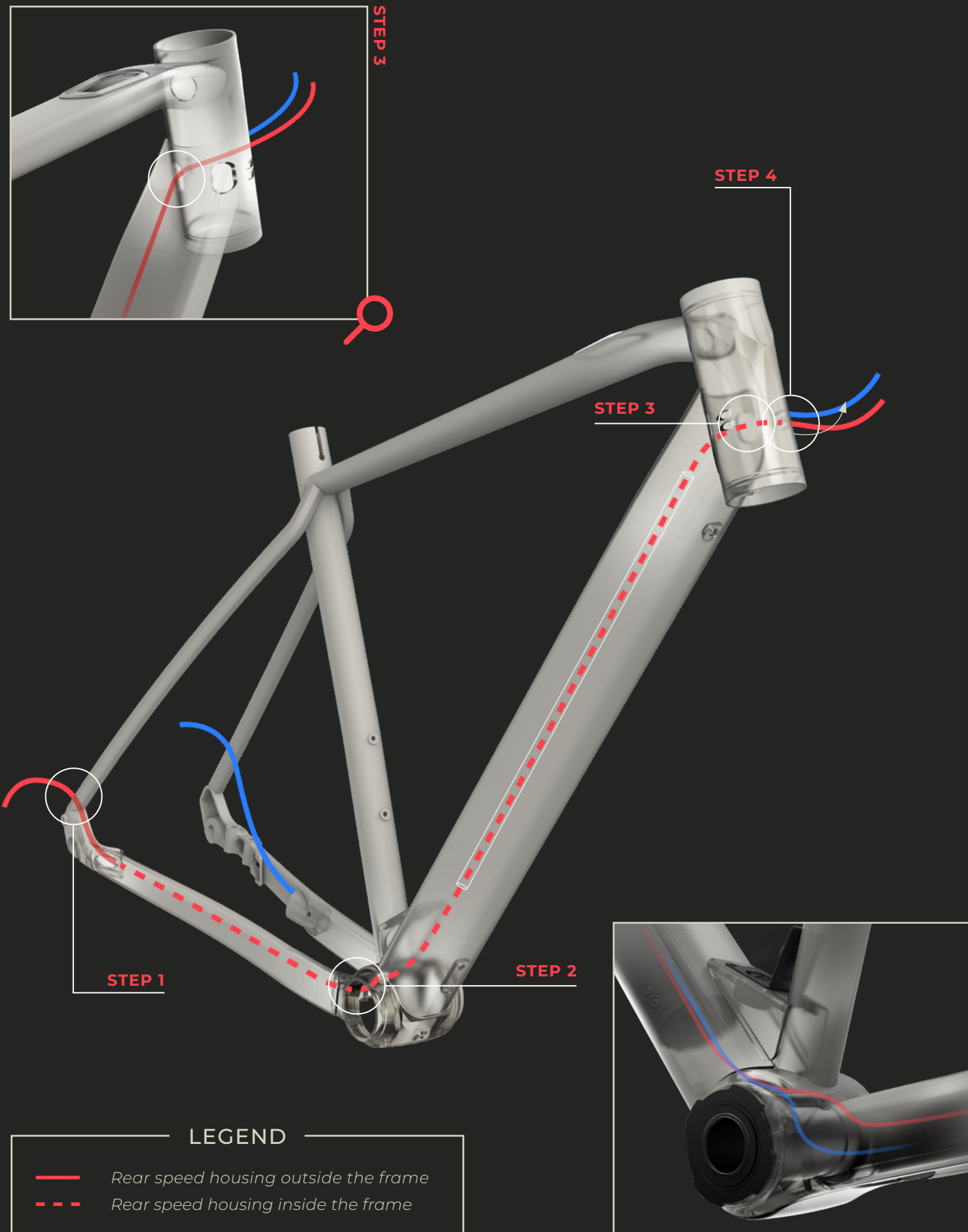
C A B L E R O U T I N G



CABLE ROUTING

REAR BRAKE HOUSING

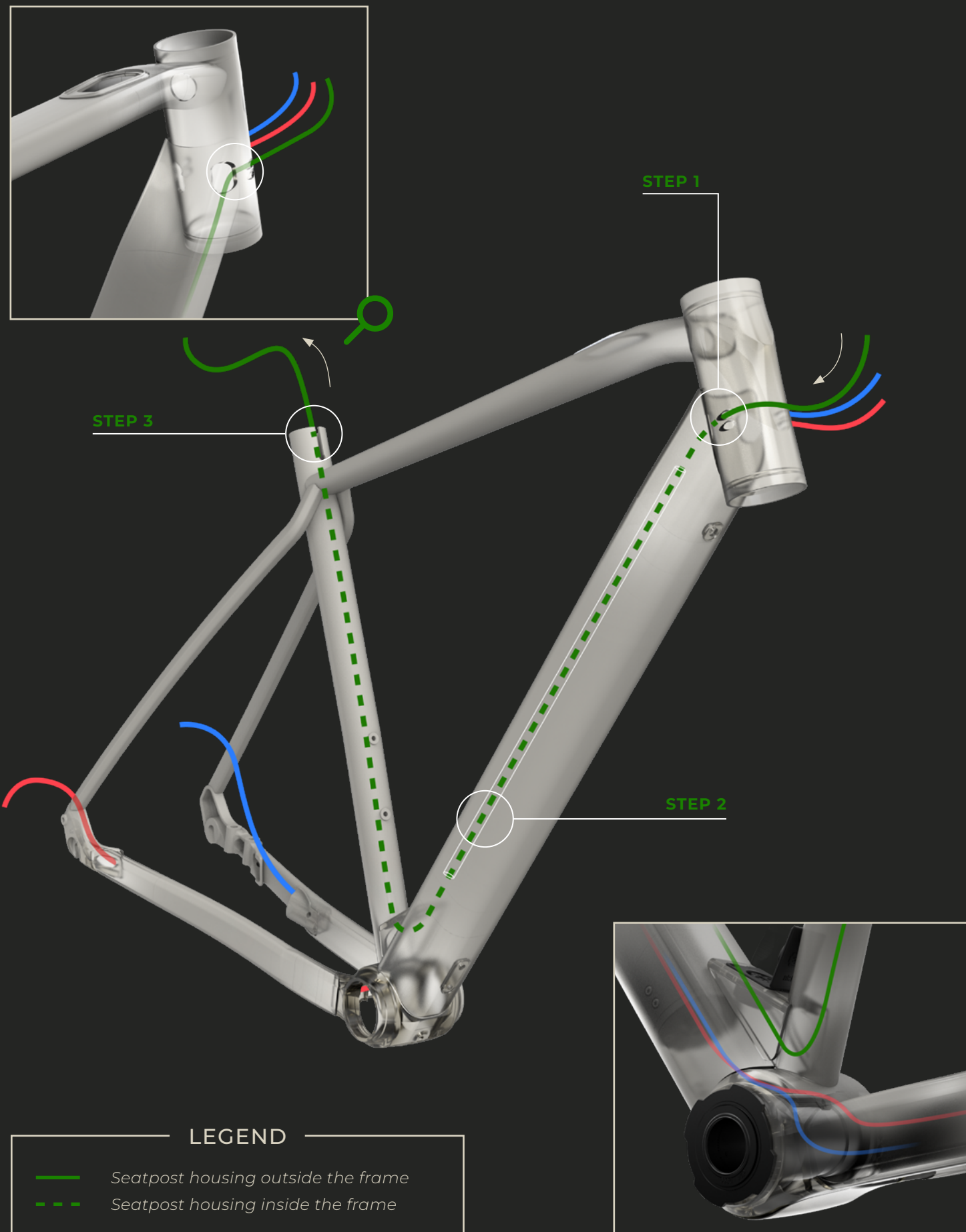
- STEP 1** | Insert the rear brake housing through the stop located on the inner left surface of the chainstay. Secure the housing into the designated cavity.
- STEP 2** | Route the rear brake housing through the chainstay to the bottom bracket. Slide the housing into the impact-resistant foam tube before reinserting it into the down tube.
- STEP 3** | Route the housing through the down tube up to the head tube. Insert the housing into the head tube through the inner cavity.
- STEP 4** | Pull the housing out of the frame through the upper left guide of the head tube.



CABLE ROUTING

REAR DERAILLEUR HOUSING

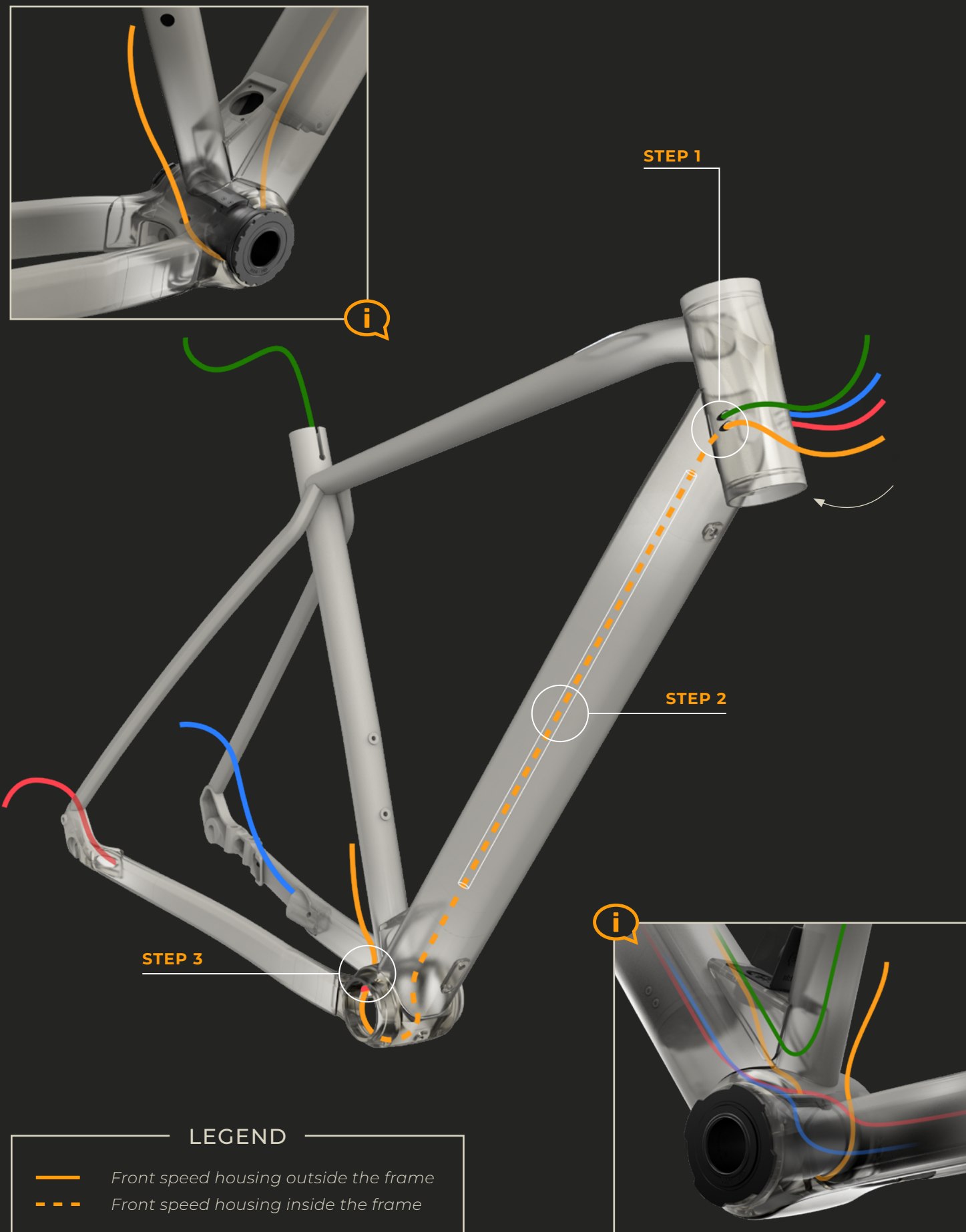
- STEP 1** | Insert the rear gear cable housing through the cavity located on the rear right surface of the chainstay.
- STEP 2** | Route the rear brake housing through the chainstay to the bottom bracket. Slide the housing into the impact-resistant foam tube before reinserting it into the down tube.
- STEP 3** | Route the housing through the down tube up to the head tube. Insert the housing into the head tube through the inner left cavity.
- STEP 4** | Pull the housing out of the frame through the lower left guide of the head tube.



CABLE ROUTING

SEATPOST HOUSING

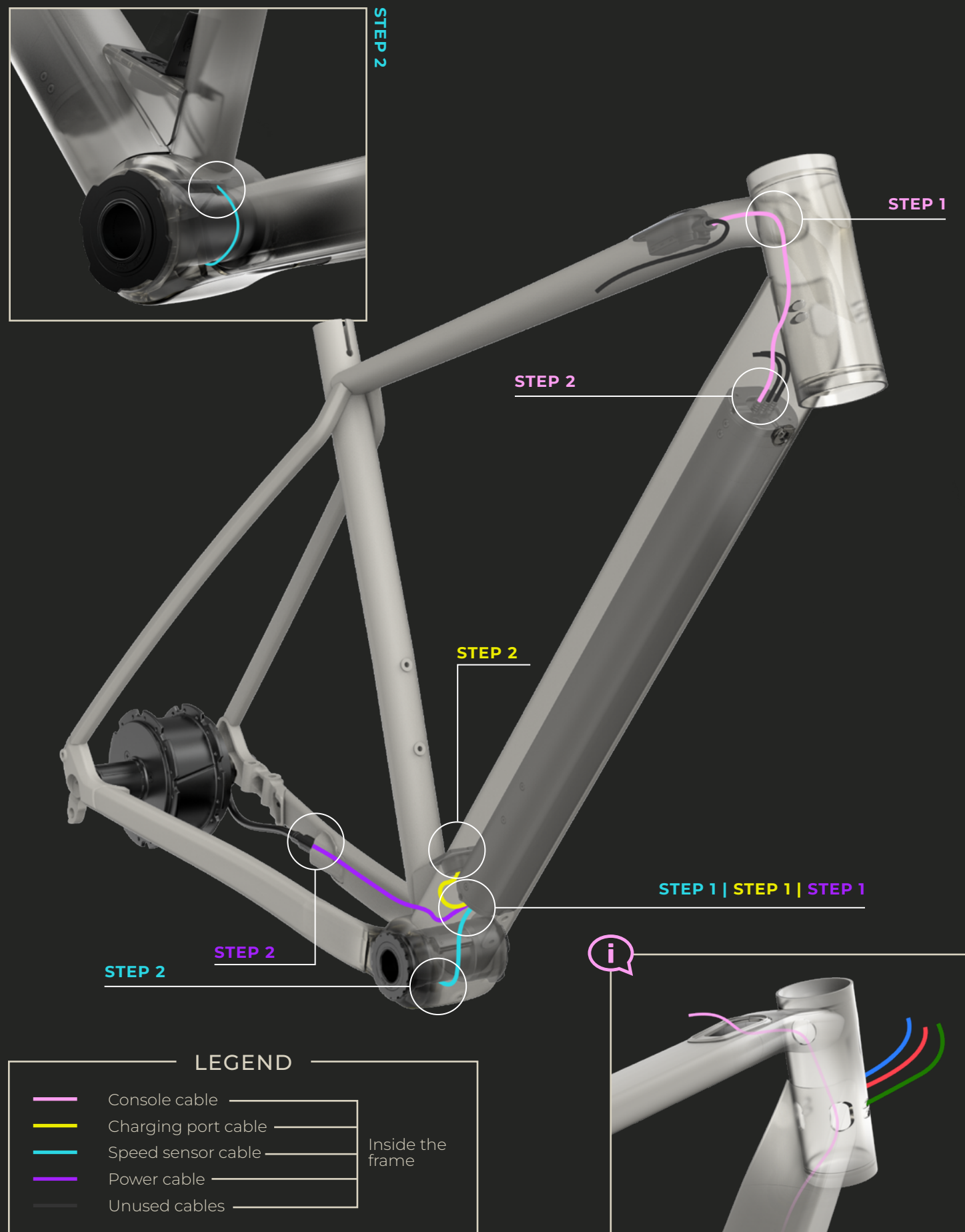
- STEP 1** | Insert the seat post housing into the head tube through the upper right guide. Insert the housing into the down tube through the inner right cavity of the head tube.
- STEP 2** | Slide the seat post housing through the down tube all the way to the lower cavity. Pull the housing out of the frame, then slide the impact-resistant foam around the housing into the down tube.
- STEP 3** | Reinsert the housing into the seat tube, then pull the housing out of the frame through the other end of the seat tube.



CABLE ROUTING

FRONT DERAILLEUR HOUSING

- STEP 1** | Insert the front gear cable housing into the head tube through the upper right cavity. Insert the housing into the down tube through the inner right cavity of the head tube.
- STEP 2** | Slide the front derailleur housing into the down tube. Pull the housing out of the frame, then slide the impact-resistant foam around the housing into the down tube.
- STEP 3** | Pull the seat post housing out of the frame through the cavity located at the top of the base, in the center of the bike.
- i** Make sure the front derailleur housing fits properly within the bottom bracket shell to prevent any friction with the bottom bracket.



CABLE ROUTING

ELECTRIC CABLES

CONSOLE CABLE

STEP 1 | Connect the cable to the control console.

STEP 2 | Pass the console cable through the upper internal cavity of the head tube, then through the lower right cavity until it connects to the battery.

i Make sure the console cable is properly tensioned at the headset area to prevent any friction with the fork.

UNUSED CABLE Leave the other unused cable inside the top tube, folded on itself.

SPEED SENSOR CABLE

STEP 1 | Connect the speed sensor cable to the battery.

STEP 2 | Connect the other end of the speed sensor cable to the bottom bracket.

CHARGING PORT CABLE

STEP 1 | Connect the charging port cable to the battery.

STEP 2 | Connect the other end of the charging port cable to the connector located at the bottom of the down tube.

POWER CABLE

STEP 1 | Connect the power cable to the battery.

STEP 2 | Connect the other end of the power cable to the motor-wheel connector, routing it through the base on the left side.

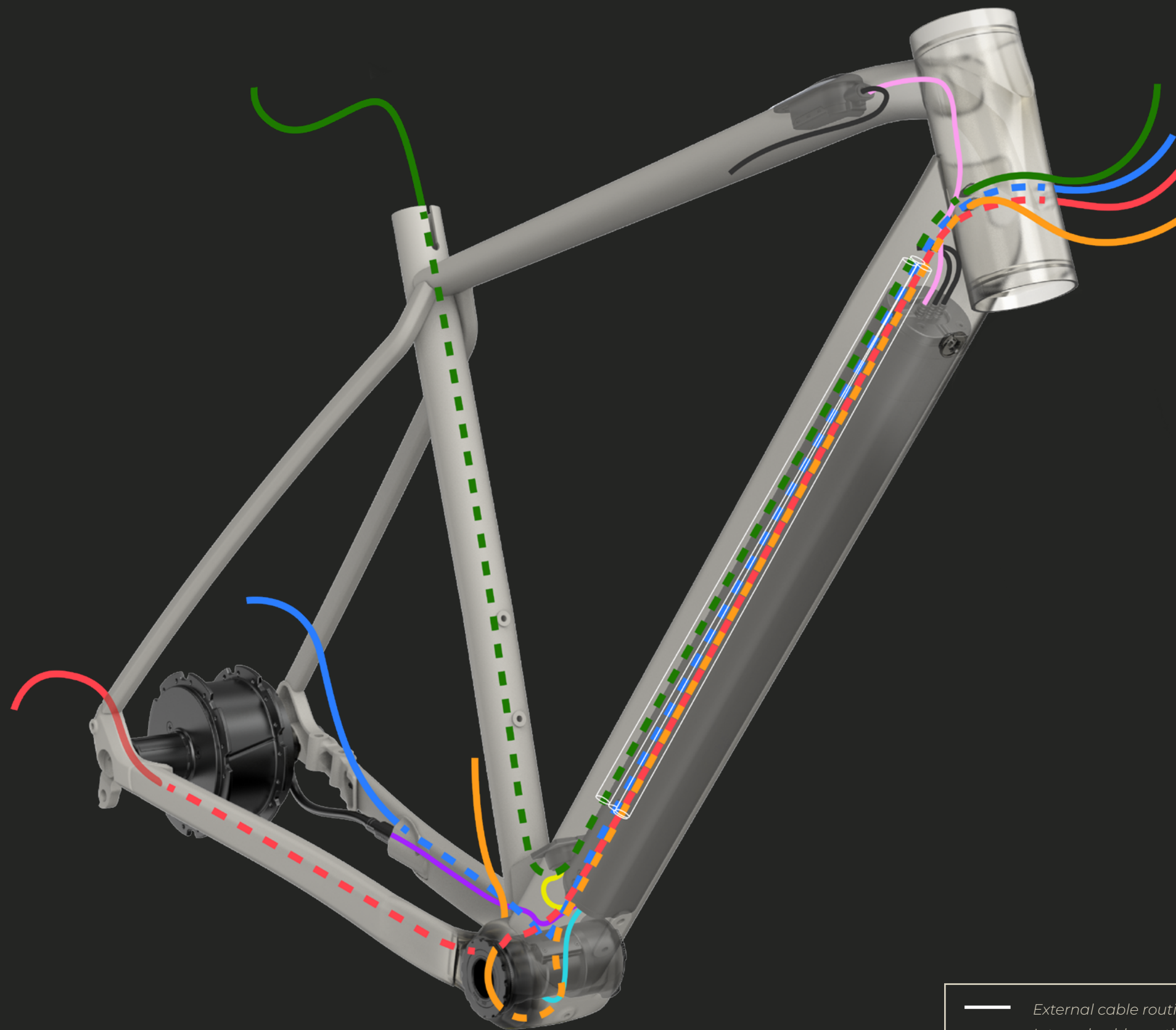
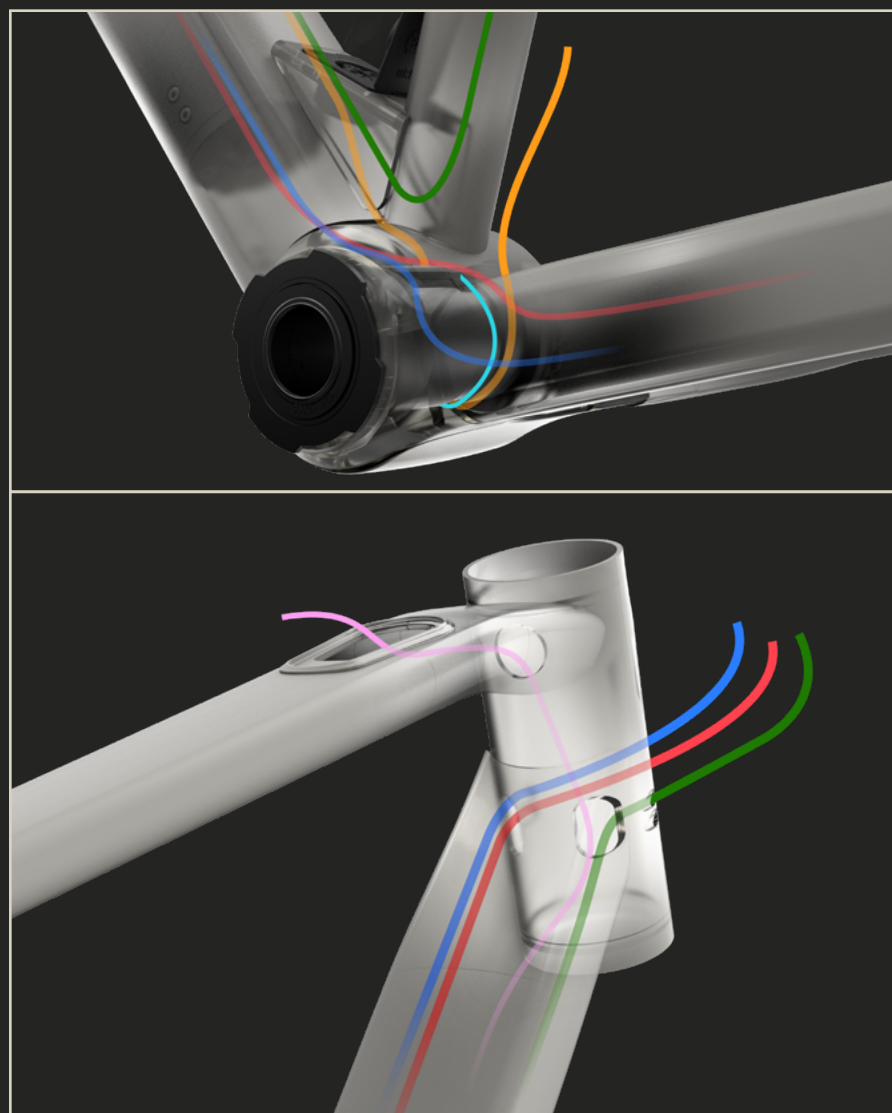
UNUSED CABLES Leave the other two cables located on the top of the battery inside the down tube, folded on themselves.

CABLE ROUTING OVERVIEW



LEGEND

- Rear brake housing
- Rear derailleur housing
- Seatpost housing
- Front derailleur housing
- Console cable
- Speed sensor cable
- Charging port cable
- Power cable



- External cable routing
- - - Internal cable routing



SERVICE KITS

KFC07901 | AXLES

ITEMS	PART #	DESCRIPTION	QTY
1	MAAX24001	Front Thru Axle M12 x 1.0 x 100mm (118.5)	1



KFC07902 | FENDER ACCESSORIES

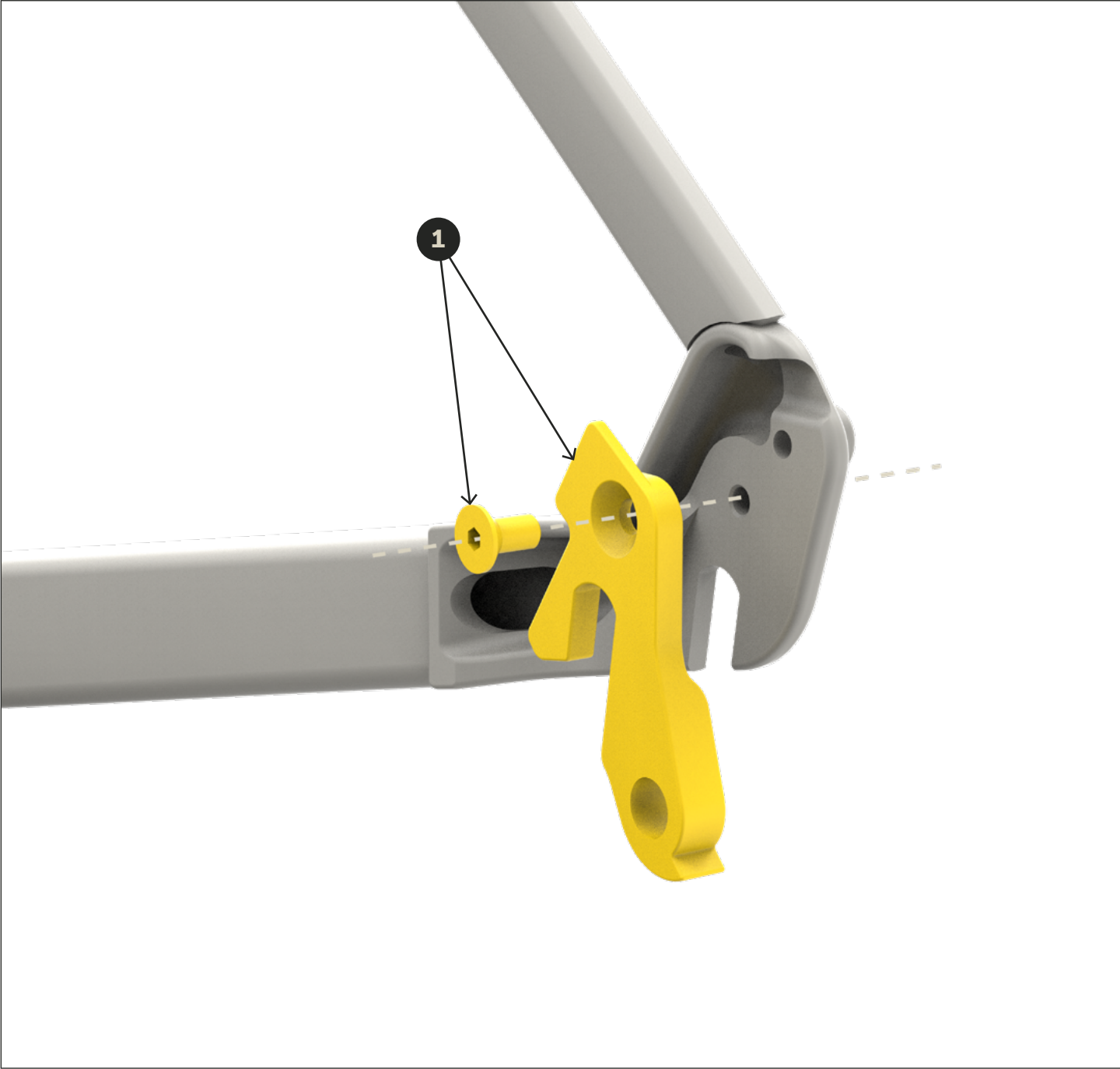
ITEMS	PART #	DESCRIPTION	QTY
1	MAFER24004	SS Hanger L Shape L Shape L&R w/ screws	1
2	MAFER24005	Fender Plastic Spacer 10mm	1
3	MAFER24006	Fender Plastic Spacer 15mm	1





KFC07806 | UNIVERSAL DERAILLEUR HANGER

ITEMS	PART #	DESCRIPTION	QTY
1	MFD23003	UDH Hanger w/25mm washer	1



KFC08503 | BOTTOM BRACKET COVER


ITEMS	PART #	DESCRIPTION	QTY
1	MFV24104	BB Cover Bolt	2
2	MFV25003	Washer BB Cover	2
3	MFP24103	BB Plastic Cover	1



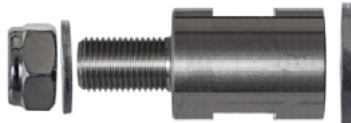
PIÈCES DE SERVICE

E-HATCHET TOUR

SERVICE PART - SHIMANO

IDENTIFICATION	SPECIFICATIONS
SEAT TUBE CABLE GUIDE 	<i>Shimano</i> <i>Compatible with EW-SD300 wire (6mm)</i> Model #: EW-GM300-S

SERVICE PART - ROBERT AXLE PROJECT

IDENTIFICATION	SPECIFICATIONS
TRAILER HITCH ADAPTER 	<i>The adapter threads on to axles with an M12x1.25 thread.</i> <i>The Robert Axle Project Trailer Hitch Adapter for Rad Power Bikes and Mahle/EBIKEMOTION Equipped E-Bikes and most other hub motor equipped Ebikes. Our hitch adapter for towing kid trailers and single-arm bike trailers is high quality and precisely machined. This includes all the two-wheeled child, pet and cargo trailers such as: Thule, Chariot, Burley, Instep, Carry Freedom, and many more.</i> SKU: ADA005

MAHLE X30 ELECTRIC SYSTEM

For more information about your e-bike's electrical system, please refer to the user manual available on the [MAHLE](#) website or consult your authorized Devinci retailer. They will be happy to take the time to answer your questions and provide you with expert advice.

Drive Unit: Mahle X30 Drive Unit | 250W | 45Nm
Battery: Mahle iX2 | 36V | 237Wh

Refer to [Mahle X30 system](#) page website for compatible accessories.





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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