

# HAYGAIN®

## Haygain® HG-2000 Hay Steamer

### User Manual



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# About your Haygain® HG-2000 hay steamer

Congratulations on purchasing your Haygain® HG-2000 hay steamer!

Mould growth can affect all types of hay and haylage. Moulds produce respirable dust that when inhaled can cause respiratory allergies. These conditions compromise the ability of your horse to breathe properly. Mould growth also reduces the nutritional quality of the forage.

Your Haygain® hay steamer is the only system scientifically proven to kill mould spores and bacteria in forage, and remove the potentially allergenic respirable dust. Steamed hay helps to protect your horse from harmful dust and microorganisms, which allows your horse to perform to the best of its ability. Your horse will also love the improved taste of steamed forage.

Here at Haygain® we are committed to improving the health and well-being of your horse. To see other ways that we can help you and your horse, visit [www.haygain.com](http://www.haygain.com)

## About this user manual

This user manual describes how to safely use and maintain your Haygain® hay steamer, and how to get the best results from it. To watch some helpful videos or see frequently asked questions, visit [www.haygain.com](http://www.haygain.com)



### **Read this user manual before use**

Before you get started, read this user manual. When you use your Haygain® hay steamer, follow all instructions carefully and safely.

## Disclaimer

We have made every effort to ensure that the information in this user manual is correct at the time of publishing. However, we reserve the right to change the information at any time without notice.

Failure to observe the requirements of this user manual may result in the user being held responsible for the consequences and will invalidate the warranty. We accept no liability for misuse or unauthorised modifications to your Haygain® HG-2000 hay steamer.

You must always steam forage in the hay steamer for at least 60 minutes and until the thermometer reads at least 80 °C. The minimum time for steaming is based on an ambient temperature of 15 °C, a sufficient power supply and a location at sea level.

## Your Haygain® hay steamer details

Before you get started, make a note of serial numbers and the date of delivery. The serial number for the hay chest is on the inside of the lid. The serial number for the steam generator is on the label on the back of it.

Serial number (hay chest)

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Serial number (steam generator)

---

Date of delivery

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## Getting started

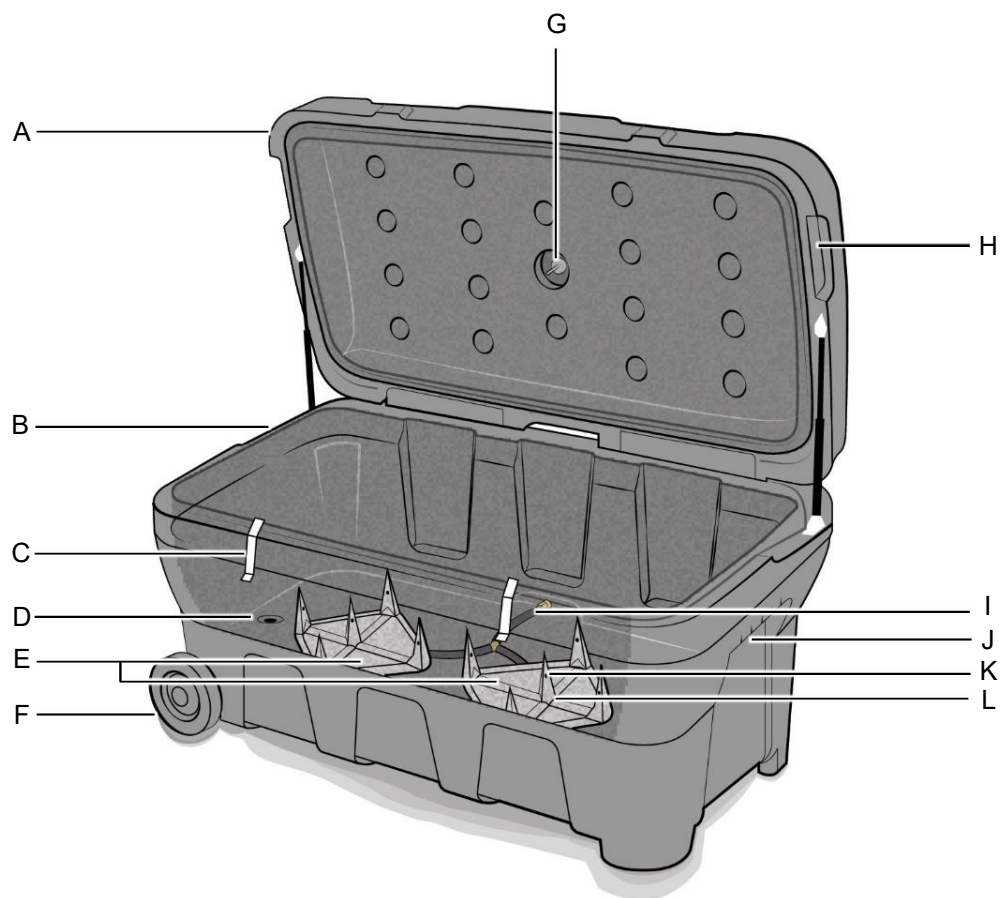
### Unpacking your Haygain® hay steamer

Check you have all of the following parts. If you do not have a part, contact your supplier within 7 working days of delivery.

- Haygain® HG-2000 hay chest, with a fixed 5-spike steam manifold
- PB steam generator, with a steam hose with quick release fitting
- Funnel
- Watering can
- Packet of Haygain® descaler
- User manual

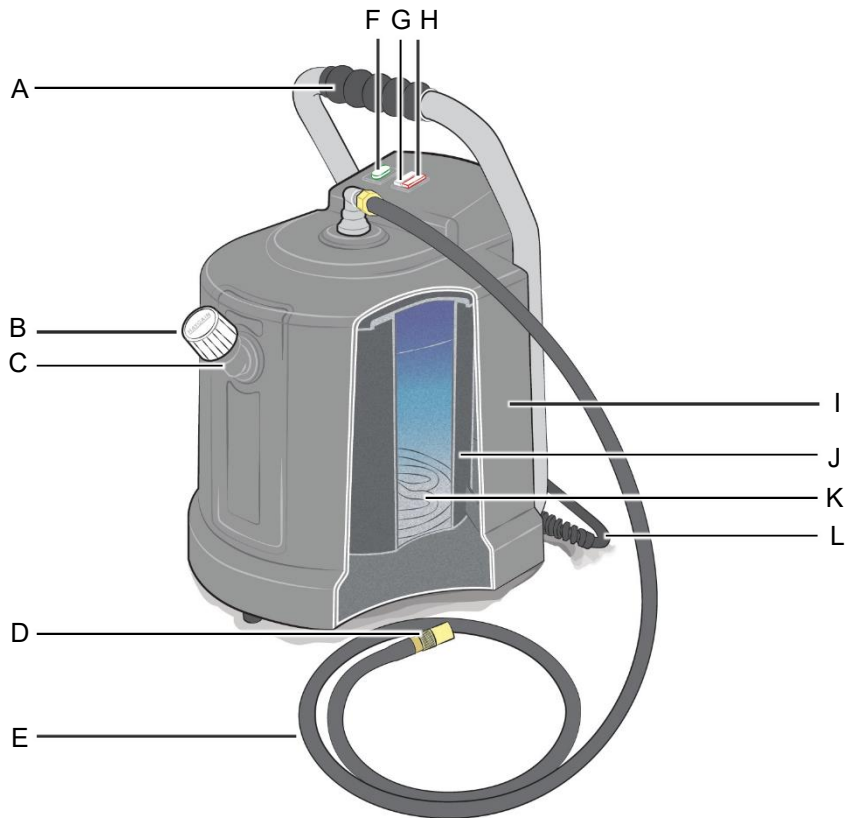
## Overview

### Hay chest



- |          |                       |          |                                      |
|----------|-----------------------|----------|--------------------------------------|
| <b>A</b> | Lid                   | <b>G</b> | Thermometer                          |
| <b>B</b> | Lid seal              | <b>H</b> | Rebated handles on both sides of lid |
| <b>C</b> | Catch                 | <b>I</b> | Internal hose                        |
| <b>D</b> | Drain hole            | <b>J</b> | Handle                               |
| <b>E</b> | Steam manifold plates | <b>K</b> | Steam hole                           |
| <b>F</b> | Wheel                 | <b>L</b> | Manifold spike                       |

## Steam generator



- |                                  |   |
|----------------------------------|---|
| <b>A</b> Handle                  | <b>G</b> Heating indicator light (amber)      |
| <b>B</b> Safety cap              | <b>H</b> Empty indicator light (red)          |
| <b>C</b> Filler spout            | <b>I</b> Polycarbonate insulated outer case   |
| <b>D</b> Connector for hay chest | <b>J</b> Stainless steel tank                 |
| <b>E</b> Steam hose              | <b>K</b> Copper-plated nickel heating element |
| <b>F</b> Power button            | <b>L</b> Power cable and cable restraint      |

## Where to set up your Haygain® hay steamer



### **Set up your Haygain® hay steamer in a safe place**

To prevent hazards and damage to your Haygain® hay steamer, use it in a location that meets the specifications below.



### **Take care when moving your Haygain® hay steamer**

Before you move the hay chest or steam generator, switch off the steam generator. Empty the hay chest of forage, and ensure the steam generator has cooled down.

To move the hay chest, lift it by the handle on the opposite side to the wheels and push or pull it. The higher you lift the hay chest, the easier it is to move.

To move the steam generator, lift it by the handle.

Set up your Haygain® hay steamer in a location that meets the following specifications:

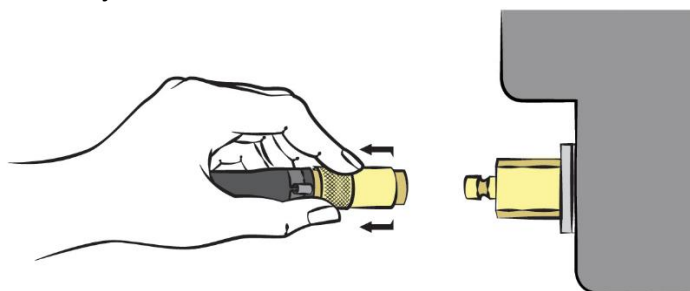
Place	<p>Steam generator: indoors only</p> <p>Hay chest: indoors or outdoors</p> <p><b>Note:</b> Some water will come out of the drain holes in the hay chest.</p> <p>Not accessible by children or animals</p>
Floor	<p>Level and hard floor that drains well</p> <p>Clean and free from mould or damp</p>
Ventilation	<p>Well ventilated, to avoid damp conditions</p> <p>Nothing covering the hay chest or steam generator</p>
Power	<p>Within 4 metres of a power outlet</p> <p>Not directly under a power outlet, as steam can corrode the power outlet</p> <p>Complies with the electrical specifications on page 8</p>
Water	Near a source of clean tap water

## Connecting the steam generator to the hay chest

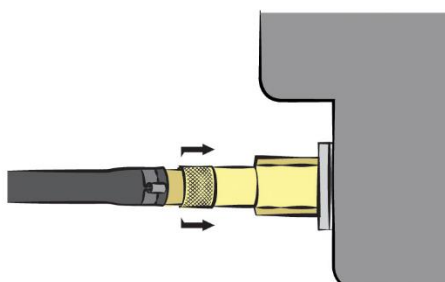
When the hay chest and steam generator are in a suitable location, use the steam hose to connect them.

To connect the steam generator to the hay chest

1. Find the quick release fitting at the end of the steam hose.
2. Pull back the barrel of the quick release fitting on the hose, and push it firmly onto the hose connector of the hay chest.



3. Release the barrel of the quick release fitting on the hose, so that it slides into the locked position.



4. To check that the steam hose is securely connected, pull the hose. Ensure the hose is not kinked or restricted.

# Safety

## General safety



### **Use your Haygain® hay steamer in a safe place**

Set up your Haygain® hay steamer in a location that meets the specifications on page 6.



### **Hot steam and temperatures can cause burns**

When the steam generator is switched on, it produces hot steam that comes out of it and the hay chest. Before you open the safety cap of the steam generator, allow it to cool down.

Areas of the hay chest, for example the manifold spikes, can get very hot. Take care when you steam forage and unload it.



### **Handle with care**

Take care not to damage your Haygain® hay steamer. Do not use sharp objects, for example hay forks, inside the hay chest.

If any part of your Haygain® hay steamer is damaged, including the steam hose, electrical cable or thermometer, do not use it. Contact us for help.



### **Keep children and animals safe**

Keep children and animals away from your Haygain® hay steamer.



### **Maintain your Haygain® hay steamer**

Follow the maintenance instructions in this user manual. If you do not maintain your Haygain® hay steamer, it may stop working or become dangerous. Use only genuine Haygain® spare parts and approved accessories.

## Electrical safety



### **Electrical equipment can be dangerous**

Ensure your electrical delivery system meets the specifications for the steam generator. If you have any questions about your electrical setup, contact a qualified electrician.

## Electrical specifications

The steam generator is an electrical device. Before you use the steam generator, check there is no damage to the plug, cable, and cable restraint.

Routinely check the condition of the electrical cable and plug to ensure it is not getting dirty, corroded or damaged



This product should only be used with a professionally installed and certified electrical system meeting the following requirements:

2750 W

50/60 Hz

230 V

The steam generator must be earthed.

The plug, cable, cable restraint and power outlet are not damaged.

The plug and cable are clean and dry when you plug them into the power outlet.

We recommend you plug the steam generator into a power outlet that is RCD (residual-current device) protected.

## Extension cables



**This product should not be used with an extension cable.**

## Wall timers

To switch on or off the steam generator at a certain time, you can use a wall timer.

If you plug the steam generator into a wall timer, ensure the wall timer meets the electrical specifications on page 8. Ensure the steam generator is securely fitted into the wall timer and the wall timer is securely fitted into the power outlet.

## Using your Haygain® hay steamer



### Read the safety chapter

Before you use your Haygain® hay steamer, read the Safety chapter in this user manual.

After you set up your Haygain® hay steamer and make sure it is safe, you can start steaming forage. You can feed steamed forage to your horse immediately or ideally up to 24 hours after steaming.

To steam forage, complete the following tasks in this chapter:

1. Fill the steam generator with water.
2. Load forage in the hay chest.
3. Steam forage in the hay chest.
4. Unload forage from the hay chest.

If you are working in freezing conditions, see page 13.

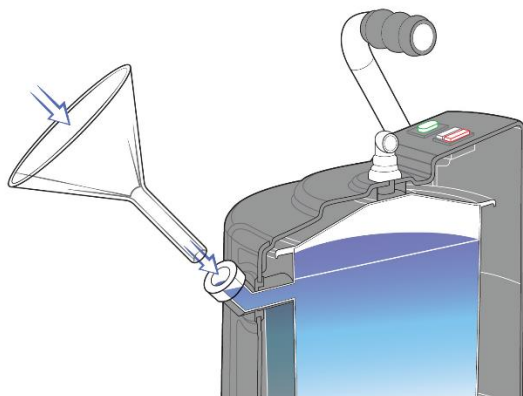
**Tip:** If you fill the steam generator with 8 litres of water, you can steam two batches of forage consecutively. As the water in the steam generator is already hot after steaming the first batch, it is quicker to steam the second batch.

### Filling the steam generator with water

Before you can start steaming forage, you need to fill the steam generator with water.

To fill the steam generator with water

1. **Warning:** Do not open the safety cap on the steam generator when the steam generator is hot. Ensure the steam generator has cooled down.  
Unscrew the safety cap on the steam generator.
2. To ensure the steam generator is empty, hold it by the handle and tilt it. Empty the water through the filler spout into a drain or container.
3. Place the funnel in the filler spout. To improve the flow of water into the steam generator, position the funnel so that the longer side of its stem is at the bottom.



4. Carefully pour up to 8 litres of clean tap water into the steam generator. If you are only steaming one bale, we recommend you use 6 litres of clean tap water.  
**Warning:** Take care not to overfill the steam generator with water. Never add anti-freeze or other additives to the water.
5. Remove the funnel from the steam generator, then screw on the safety cap and tighten it by hand.

## Loading forage

The hay chest can hold a standard size bale of forage, several hay nets, or loose forage. When steaming part of a bale of forage, re-tie it using bailing twine to keep it together. After steaming, cut and remove any bailing twine.

After steaming, any metal parts on hay nets will be very hot. The hot temperatures in the hay chest can also cause some hay nets to shrink. We recommend you use Haygain® hay nets, which do not have any metal parts and are heat-resistant so will not shrink. You can order Haygain® hay nets from [www.haygain.com](http://www.haygain.com)

## To load forage

1. Lift the lid of the hay chest.
2. Check there is no loose forage in the hay chest, and that the steam holes and drain holes are not blocked. If there is any loose forage or blockages, clean the hay chest before you load new forage. Read more about cleaning the hay chest on page 15.
3. Place the forage into the hay chest. Place hay nets or wedges of loose forage vertically, so that they are parallel with the sides of the chest.
4. Press the forage down firmly, being careful of the manifold spikes. Ensure the manifold spikes fully pierce the forage.
5. Close the lid of the hay chest and fasten the latches.

## Steaming forage

When you steam the forage in the hay chest, the internal temperature of the hay chest can reach 80 °C and above. This represents a temperature of 100 °C in the forage. The combination of hot temperature and moisture kills the mould spores and bacteria in the forage, protecting your horse from harmful dust and microorganisms.

If steam comes out of the filler cap when you are steaming forage, the pressure inside the steam generator is too high. This can be due to a blockage in the hay chest, steam generator or steam hose. For more information, see page 20.

**Do not allow the steam generator to run out of water**

If the steam generator runs out of water, also known as “boils dry”, it can be damaged. If the steam generator boils dry, a buzzer sounds and the empty indicator light turns red. Switch off the steam generator immediately. Before you unscrew the safety cap and add more water, allow it to cool down. Do not stand over the steam generator when you unscrew the safety cap.

## To steam forage

1. **Warning:** Before you plug the steam generator into a power outlet, mop up any water spillages around your Haygain® hay steamer. Ensure the plug, cable, and power outlet are clean and dry.  
Plug the steam generator into a power outlet.
2. To switch on the steam generator, press the power button. The power button turns green and the heating indicator light turns amber.
3. Steam the forage for 60 minutes, then check the thermometer on the hay chest lid.
  - If the temperature shown is at least 80 °C, steaming is complete.
  - If the temperature shown is below 80 °C, continue steaming until it is 80 °C.
4. If you want to load a second batch of forage and steam it, do the following:
  - a. To switch off the steam generator, press the power button.
  - b. Read about safely unloading forage on page 13. Lift the lid of the hay chest and unload the forage.
  - c. Load the second batch of forage into the hay chest then close the lid and fasten the latches.
  - d. To switch on the steam generator again, press the power button.
  - e. As the water in the steam generator is already hot, steam the forage for 40 minutes. Then check the thermometer on the hay chest lid.
    - If the temperature shown is at least 80 °C, steaming is complete.
    - If the temperature shown is below 80 °C, continue steaming until it is 80 °C.
5. To switch off the steam generator, press the power button.
6. Unplug the steam generator from the power outlet.
7. When the steam generator has cooled down, unscrew the safety cap on the steam generator.
8. Hold the steam generator by the handle and tilt it. Empty the water through the filler spout into a drain or container, to reduce the build-up of lime scale.



## Unloading forage

After you steam forage, the forage is warm and smells sweet. Most horses love the taste and prefer it to dry or soaked hay. We recommend you make any changes to your horse's diet slowly, to give their digestive system time to adapt. When you first start using steamed forage, mix it with your horse's existing forage for a few days.

You can feed steamed forage to your horse immediately or ideally up to 24 hours after steaming. The steamed forage is slightly wet on the outside due to condensation on the bottom of the hay chest lid. However, the inside of the forage is dry to the touch.

To ensure the hay chest and its lid always fit together properly, keep the lid on the hay chest as they cool down.



### **Beware of hot steam when you open the hay chest lid**

When you open the lid of the hay chest, use of the rebated handles and stand to one side to allow steam to escape. Do not lean over the hay chest as steam escapes.

## To unload forage

1. Use one of the rebated handles to lift the lid of the hay chest. Open the lid from the side to allow steam to escape.
2. Unload the forage from the hay chest.  
**Warning:** If the forage in the hay chest is too hot, wear protective gloves when you handle it. Take care when you unload hay nets, as any metal parts will be very hot.
3. Close the lid of the hay chest.

## Working in freezing conditions

When the ambient temperature is very low, water can freeze in the hay chest, steam generator or steam hose.



### **Do not use anti-freeze products**

Do not use anti-freeze or other additives in the steam generator. Additives in the steam generator can be a health hazard to your horse, or can damage the steam generator. It will also void the warranty.

## To steam hay in freezing conditions

1. Disconnect the steam hose from the hay chest.
2. To ensure there is no ice in the steam hose, fill the steam generator with water and then switch it on. Do not load forage in the hay chest.
  - If steam comes out of the safety cap and not out of the steam hose, switch off the steam generator. To remove ice in the steam hose, place it in warm water and gently squeeze it. Then switch on the steam generator again.  
**Warning:** Do not unscrew the safety cap.
  - If steam comes out of the steam hose, continue to step 4.
3. To ensure there is no ice in the hay chest, connect the steam hose to the hay chest. Do not load forage in the hay chest.  
**Warning:** The steam hose is hot. Take care when you hold it.
  - If steam does not come out of the manifold spikes, switch off the steam generator. To remove ice in the hay chest, pour warm water over it. Then switch on the steam generator again.  
**Warning:** Do not unscrew the safety cap.
  - If steam comes out of the manifold spikes, you can steam forage as normal.
4. After you use your Haygain® hay steamer, disconnect the steam hose from the hay chest. To prevent ice from forming in the hay chest, tilt the hay chest backwards. Allow water to drain out of the steam manifold.

# Maintenance

To continue steaming forage and keeping your horse happy, maintain your Haygain® hay steamer. Complete the following tasks in this chapter:

- Every week:
  - Clean the hay chest
  - Clean the steam generator
- Every 4 to 6 weeks:
  - Descale the steam generator

## Cleaning the hay chest

Clean the hay chest every week. To clean the hay chest after steaming forage, switch off the steam generator and wait at least 30 minutes for it to cool down.

### To clean the hay chest

1. Lift the lid of the hay chest.  
**Warning:** When you clean the hay chest, take care not to hit your head on the lid.
2. Remove all loose forage from inside the hay chest, including from the drain holes and from under the steam manifold.  
**Warning:** Take care as the manifold spikes are sharp.
3. To rinse the hay chest, use clean tap water. Allow the water to drain through the drain holes at the bottom of the hay chest.
4. Close the lid of the hay chest.

## Cleaning the steam generator

Clean the steam generator every week. To clean the steam generator after steaming forage, switch it off and wait at least 30 minutes for it to cool down.

### To clean the steam generator

1. Unplug the steam generator from the power outlet.
2. To disconnect the steam hose connected to the hay chest, do the following:
  - a. Pull back the barrel of the quick release fitting on the hose.
  - b. Pull the quick release fitting from the hose connector of the hay chest.
3. Empty the steam hose of water.
4. Unscrew the safety cap on the steam generator. Remove any forage or other material from the safety cap.
5. Place the funnel in the filler spout.

6. Carefully pour in up to 4 litres of clean tap water into the steam generator, so that it is half full.
7. Remove the funnel from the steam generator, then screw on the safety cap and tighten it by hand.
8. To remove any loose material in the steam generator, shake the steam generator.
9. Unscrew the safety cap on the steam generator, then empty the water through the filler spout into a drain or container.
10. Repeat steps 5 to 9 until the water is clear when it comes out of the steam generator.
11. Screw the safety cap onto the steam generator and tighten it by hand.
12. Connect the steam hose to the hay chest and plug the steam generator into a power outlet.

## Descaling the steam generator

Lime scale can build up in the steam generator. To prevent damage to the steam generator, descale it every 4 to 6 weeks, depending on the following factors:

- How often you steam forage
- How soft or hard your local water supply is

You can purchase descaler from [www.haygain.com](http://www.haygain.com)



### **Label the steam generator when descaling**

If you steam forage while the steam generator contains descaler, it can be a health hazard to your horse. To prevent other people from using the steam generator when you descale it, clearly label it to say it contains descaler.

## To descale the steam generator

1. Before you descale the steam generator, clean it. For more information, see page 15. After you clean the steam generator, do not screw on the filter cap or reconnect the steam hose to the hay chest. Ensure the steam generator is completely empty.
2. Open the packet of descaler and dissolve it in the required volume of warm water, as described in the manufacturer's instructions.
3. Place the funnel in the filler spout.
4. Carefully pour the diluted solution of descaler into the steam generator.
5. Remove the funnel from the steam generator, then screw on the safety cap and tighten it by hand.
6. To switch on the steam generator, press the power button. The power button turns green and the heating indicator light turns amber.



7. When the water starts to boil and steam comes out of the steam hose, switch off the steam generator. To switch off the steam generator, press the power button.
8. Unplug the steam generator from the power outlet.
9. Clearly label the steam generator to say it contains descaler. Then allow the steam generator to descale for at least 3 hours.  
**Tip:** We recommend you descale the steam generator overnight.
10. To remove any loose material in the steam generator, shake the steam generator.
11. Unscrew the safety cap on the steam generator, then empty the water through the filler spout into a drain or container.
12. Clean the steam generator until the water is clear when it comes out. For more information, see page 15.

## Storing your Haygain<sup>®</sup> hay steamer for long periods of time

If you will not use your Haygain<sup>®</sup> hay steamer for at least a week, follow the steps below to store it correctly.

### To store the hay chest for long periods of time

1. Clean the hay chest. For more information, see page 15.
2. Disconnect the steam hose from the hay chest. Empty the steam hose of water.
3. Store the hay chest in a sheltered and dry place.
4. Before you use the hay chest again, clean it thoroughly.

### To store the steam generator for long periods of time

1. Disconnect the steam generator from the power outlet.
2. Clean the steam generator. For more information, see page 15.
3. If the steam generator will not be used for at least 4 weeks, descale it. For more information, see page 16.
4. Empty the steam generator of water.
5. Store the steam generator in a sheltered and dry place, at above freezing temperature. Store the steam generator with the power cable coiled up.
6. Before you use the steam generator again, check it thoroughly. Ensure there is no damage to the plug or cable, and that they are both clean and dry.

# Troubleshooting

If you have any problems with your Haygain® hay steamer, have a look at the following possible causes and solutions. If you still have problems after troubleshooting, contact us.

## Forage is taking longer than normal to steam

Possible cause	Solution
The ambient temperature or water temperature is lower than normal.	Steam the forage for longer than normal. Ensure the thermometer on the hay chest reaches 80 °C. To reduce steaming time, you can fill the steam generator with hot water before you switch it on.
The amount of loaded forage is heavier than normal or inconsistently packed in the hay chest.	
The heating element of the steam generator is covered in lime scale, which reduces its efficiency.	Allow the steam generator to cool down. Clean and descale the steam generator. Read more about maintenance on page 15.
The electrical voltage may be lower than normal.	Check the steam generator is connected to a sufficient power supply. If you are unsure, contact a qualified electrician. Try turning off other appliances. If there is insufficient power, steam the forage for longer than normal. Ensure the thermometer on the hay chest reaches 80 °C. To reduce steaming time, you can fill the steam generator with hot water before you switch it on.

## Forage is not steaming properly or steam is not coming from all manifold spikes

Possible cause	Solution
The amount of loaded forage is heavier than normal or is loosely placed in the hay chest.	Steam the forage for longer than normal. Ensure the thermometer on the hay chest reaches 80 °C. To reduce steaming time, you can fill the steam generator with hot water before you switch it on. When loading forage, press it firmly and evenly into the hay chest.
The hay chest is not on level ground, which can cause steam to only come out of some manifold spikes.	Allow your Haygain® hay steamer to cool down. Move the hay chest to level ground.
There is a kink in the steam hose or it is damaged.	Allow your Haygain® hay steamer to cool down. Replace the steam hose. To order a new steam hose, contact us.

There is an unusual amount of water or condensation in the steam manifold.	Allow your Haygain® hay steamer to cool down. Disconnect the steam hose from the hay chest. To drain water from the steam manifold, tilt the hay chest backwards.
A section of the internal hose in the hay chest is blocked. This can cause steam to only come out of one steam manifold.	Contact us.

### The steam generator trips the circuit breaker or RCD

Possible cause	Solution
The power supply may be insufficient.	Check the steam generator is connected to a sufficient power supply. If you are unsure, contact a qualified electrician. Try turning off other appliances.
The steam generator is damp.	Wait 24 hours for the steam generator to dry out, then try again. Always keep the steam generator in a warm and dry environment. To help prevent damp, keep the floor near the steam generator dry.

### The steam generator does not switch on

Possible cause	Solution
There is no power supply.	Plug the steam generator into a working power outlet.
The fuse in the steam generator plug has blown.	Replace the fuse in the steam generator plug.
A fault activated the safety cut-out feature of the steam generator.	The steam generator requires servicing. Contact us.

### The steam generator buzzer sounds when it contains water

Possible cause	Solution
The steam generator has previously run out of water, which activated the thermal fuse.	The steam generator requires servicing. Contact us.
The steam generator is not on level ground, which activated the thermal fuse.	

The steam generator contained ice when it was switched on, which activated the thermal fuse.	
The heating element of the steam generator is covered in lime scale.	Allow the steam generator to cool down. Clean and descale the steam generator. Read more about maintenance on page 15.

### While steaming, steam or water escapes from the hay chest

Possible cause	Solution
The forage has almost finished steaming.	When the forage has almost finished steaming, it is normal for steam to be emitted from the sides or drain holes of the hay chest.
Your hay chest is not on level ground. This can cause the hay chest to twist or bend as it heats up, which can create a gap between the hay chest and the lid.	Allow your Haygain® hay steamer to cool down. Move the hay chest to level ground.
Your hay chest cooled down without the lid on, which can cause the lid to not fit the hay chest properly.	Always keep the lid on the hay chest when it cools down.

### While steaming, steam escapes from the safety cap on the steam generator

Possible cause	Solution
The steam generator has been overfilled.	Allow the steam generator to cool down. Pour excess water out of the steam generator.
The safety cap is not fully closed due to hay or dirt.	Allow the steam generator to cool down. Remove and clean the safety cap.
The safety cap seal is dirty, damaged or missing.	Allow the steam generator to cool down. Remove and clean the safety cap and the safety cap seal. If the safety cap seal is damaged, replace it. To order safety cap seals, contact your supplier. To replace a safety cap seal, insert it in the base of the safety cap, under the metal thread. <b>Tip:</b> To securely insert the new safety cap seal, use a screwdriver.
The steam hose is blocked or restricted.	Straighten out the steam hose and remove anything on top of it.

	<p>Allow your Haygain® hay steamer to cool down. Disconnect the steam hose at both ends and flush water through it.</p> <p>Attach the steam generator to the steam hose and switch it on. If steam comes out of the steam hose but not out of the safety cap, you can steam forage as normal. If steam still comes out of the safety cap, switch off the steam generator and contact your supplier.</p>
<p>The steam hose or steam manifold is frozen.</p>	<p>Allow your Haygain® hay steamer to cool down. To defrost the steam hose, place it in warm water. To defrost the steam manifold, pour warm water over it. Read more about working in freezing conditions on page 13.</p>

# Warranty

Your Haygain® hay steamer comes with a 1 year warranty. The warranty covers the repair and replacement of your Haygain® hay steamer or a part of it. This includes all required parts and labour.

All repairs and replacements are at the discretion of Haygain®.

For more information about the warranty, contact us.

## Terms of the warranty

- The warranty is effective from the date of delivery.
- Before Haygain® repair or replace your Haygain® hay steamer under warranty, you must provide proof of purchase. Without proof of purchase, there will be a fee for the work required.
- If your Haygain® hay steamer is faulty, it is usually repaired at an authorised service centre. All work is done by Haygain® or an authorised representative.
- Where possible, Haygain® can provide a steam generator on loan while your steam generator is being repaired. There will be a fee for transportation. If you need a loan steam generator, Haygain® may offer this as a replacement and will collect the faulty steam generator. There will be no fee for a replacement steam generator.
- If a part for your Haygain® hay steamer is no longer available, Haygain® will replace it with a similar functional part.
- Any repair, replacement or exchange of your Haygain® hay steamer under warranty does not extend the warranty period.

## Exceptions to the warranty

The warranty does not cover the following conditions:

- Normal wear and tear
- Accidental damage
- Removal of blockages
- Use of parts or accessories that are not approved by Haygain®
- Repairs and installations by parties that are not approved by Haygain®
- Faults or damage caused by not maintaining the hay chest or steam generator as described in this manual
- Faults or damage caused by negligent use or misuse, which includes but is not limited to the following conditions:
  - Using your Haygain® hay steamer in a location that does not meet the conditions listed in this user manual
  - Using dirty water in the steam generator
  - Allowing the steam generator to run out of water
  - Insufficiently descaling the steam generator
  - Foreign objects in the steam generator or steam manifold

# Contact

Your local supplier

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## Get in touch

If you have any questions or comments, please get in touch. To see the contact details for your region, visit [www.haygain.com](http://www.haygain.com)





