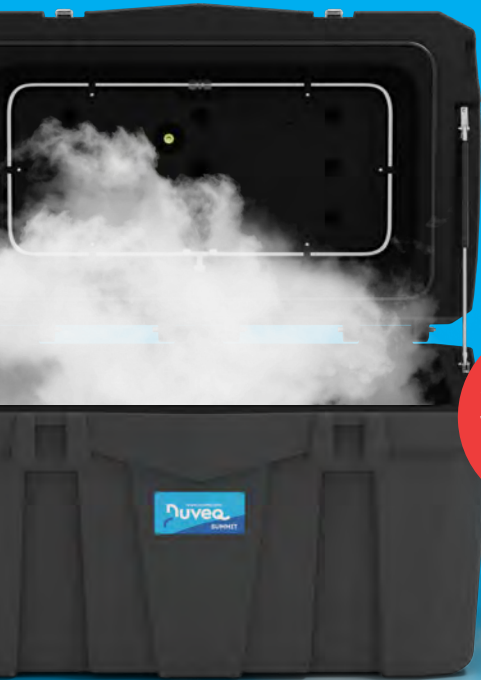
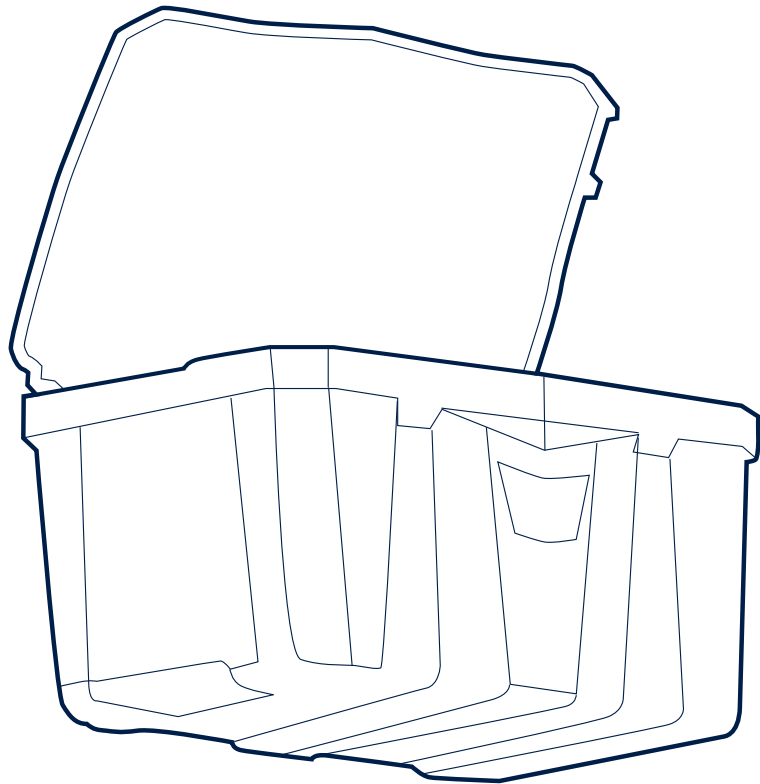


USER MANUAL

NUVEQ® HAY STEAMER



New
technology with
10 years
of practical
experience



Welcome to the **NUVEQ®** hay steamer family

Glad you are now part of the NUVEQ® family and have decided to take care of your horse's health.

In this manual you will find everything you need to know about your NUVEQ®.

If you have any questions, we are here for you. Just call us at +44 (0) 1730 716 084 or write us at hallo@NUVEQ.com.



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1. ABOUT YOUR NUVEQ®

Vitality and health for your horse.

The new NUVEQ® hay steamer helps you choose what's best for your horse. Instead of struggling with coughs or respiratory irritation, your horse is full of energy again.

Forget soaking and lots of hard work, the simple and convenient steaming process from NUVEQ ensures your hay is free from bacteria, spores, and dust. And you save on vet visits and expensive medication.

Preparing Steamed Hay with NUVEQ®:



Kills ~99% bacteria & spores
and binds respirable
dust particles



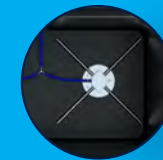
Shortened steaming time
heat only small amounts of water
saving time & energy costs



360° steaming system
every inch of hay is evenly
steamed



Robust
sturdy box for everyday use



360° steam distribution system - guarantees best results



Gas struts on the lid enable easy filling and emptying



Protective stainless steel latch closes the lid & keeps you from being burned



Do you have any questions? Just give us a call!

We will be happy to answer all your questions about hay steaming and NUVEQ® hay steamers.

Call your NUVEQ® team:

Europe +49 (0) 2261 816260

UK +44 (0) 1730 716 084

1. ABOUT YOUR NUVEQ®

Developed for everyday stable life

So what do we need to watch out for in the stable? And what factors need to be considered in typical hay steaming? What can we learn and improve from current steamers?

The development of the NUVEQ® hay steamer - When developing our hay steamer, we placed a special emphasis on practical experience from the stable: after all, an appliance must work, not only in theory, but also in practice.



Here are just a few of the advantages of the NUVEQ® hay steamer that were particularly important to during development:



A rugged hay box!

On a yard, life is tough. Sometimes the horse steps back carelessly and knocks or even kicks the box. Or maybe you put something on it that's heavy or rough. A box should be able to withstand all of that.



Quickly reach steaming temperature.

By heating small amounts of water (tap water is fine to use), the NUVEQ® reaches temperature very quickly, saving a lot of time during the first steaming process and a lot of electricity too.



360° steamed hay.

Our 4D steaming system ensures that there are no cold or unsteamed areas. With the NUVEQ® hay is steamed from the top and the bottom of the box.



Perfect size.

One, two or even 10 horses needing steamed hay? No problem! With a range of NUVEQ® hay steamers, we have the perfect size for you.



Effective.

Eliminating the cause of coughing is much easier than treating the symptoms. Get to the root of the problem and prevent coughing!



No such thing as overheating.

Sometimes it takes longer than expected to do things with horses. So the steamer must be as flexible and robust as your daily stable routine, a hay steamer should never overheat.



Quick and easy cleaning.

A quick spray with the hose and the box is clean.



Descaling is not necessary.

An extra step you can save when steaming hay with NUVEQ® as descaling is no longer required.

User manual online

Instructions on how to steam properly:
nuveq.com/en/pages/usermanual



1. ABOUT YOUR NUVEQ®

Combining new technology with 10 years of experience.

With more than 10 years of experience in hay steaming, FS animal health is the leading expert in the German market. We have used all our experience to develop the brand-new NUVEQ® hay steamer and combines the advantages and top features of the best hay steamers available on the market. The result is healthier hay and fewer respiratory diseases for your horse.

Our NUVEQ® service team has spent years servicing hay steamer so you can benefit from:

1. **Experience** with all topics relating to steaming - we've heard it all and almost always know the answer.
2. **Our technical know-how**, is available to you anytime. We will find a way!
3. **Practical solutions!** What's the best way to start steaming? If you're not sure, take us with you to the stable and we will guide you step by step.
4. **Our horse sense.** Many of our team own horses and know how important your horse is to you. You're in good hands with FS animal health.
5. **Our hands-on mentality.** We steam hay for our own horses, so we know just what the challenges are.

AUGMENTED REALITY

Put the NUVEQ® in your living room or in the stable!
Take a close look at everything in its original size.

TRY NOW! SCAN QR CODE!



new 360° steaming system

- + easy to replace
- + easy to clean
- + durable



))) The steamer.

The NUVEQ® steaming system only heats small amounts of water at a time, steam begins to enter the box within just a few minutes. Steaming will be finished faster and you'll also save on electricity.

Steamer in AR



2. THIS IS WHAT IT LOOKS LIKE - GET AN OVERVIEW

The NUVEQ® steam generators Pro, Eco und Plus

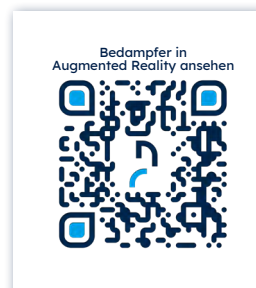


- 1 Main switch
- 2 Steam hose connection
- 3 Extra long power cable
- 4 Connecting hose to the water canister (sensor and suction hose)
- 5 Water canister

The NUVEQ® steam generator Fresh



- 1 Main switch
- 2 Steam hose connection
- 3 Extra long power cable
- 4 Fill port for internal 2.5 liter water tank
- 5 Fill aid for water tank (5-liter canister with funnel system).

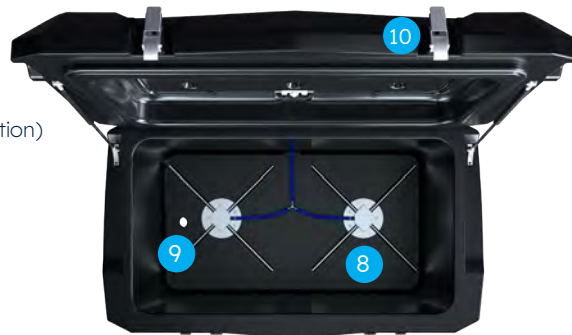


Ensure that all components listed above have been delivered in full. CAUTION: The steam generator is an electrical device. Therefore, upon receiving the delivery, check that the generator, cable, and plug are intact. If any item is missing or damaged, please contact hallo@NUVEQ.com within 7 business days of receiving the delivery.



2. THIS IS WHAT IT LOOKS LIKE - GET AN OVERVIEW

The NUV EQ® Summit hay box



- 1 Lid
- 2 Hay box
- 3 Steam hose (steam generator connection)
- 4 Thermometer & instruction
- 5 Upper steam distribution system
- 6 Cover gasket
- 7 Gas spring
- 8 Lower steam distribution system
- 9 Steam hole (important for pressure equalisation) **DO NOT CLOSE**
- 10 Locking latches
- 11 Water collection tray

The NUV EQ® Expert hay box



- 1 Lid
- 2 Hay box
- 3 Steam hose (steam generator connection)
- 4 Thermometer & instruction
- 5 Upper steam distribution system
- 6 Cover gasket
- 7 Gas spring
- 8 Lower steam distribution system
- 9 Steam hole (important for pressure equalisation) **DO NOT CLOSE**
- 10 Locking latches
- 11 Water collection tray
- 12 4 wheels for self-assembly





The NUV EQ® Compact hay box



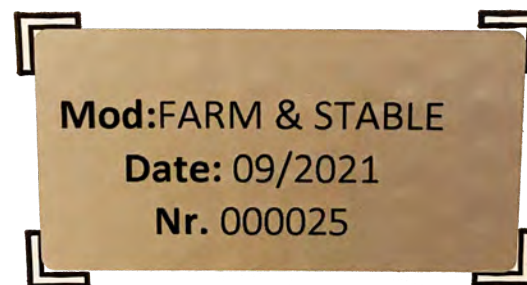
- 1 Lid
- 2 Hay box
- 3 Steam hose (steam generator connection)
- 4 Thermometer & instruction
- 5 360° steam distribution system
- 6 Cover gasket
- 7 Locking latches
- 8 Steam hole (important for pressure equalisation) **DO NOT CLOSE**
- 9 Water collection tray

Serial number on hay box & steamer

You can find the serial number of the hay box on the back (example: H600051230001)



You can find the serial number of the steamer on the box (example: 000025)



2. THIS IS WHAT IT LOOKS LIKE - GET AN OVERVIEW



Assembly & use of the wheels (Expert)

- 1. Lay the box on its side:** To attach the wheels on the downside of the box, close the locking latches and gently lay the box on the right or left side. Feel free to place a protective layer underneath to avoid scratches.
- 2. Sort the rollers:** You'll find 2 different types of wheels; we recommend attaching the movable and lockable rollers at the front and the fixed ones at the rear corners.
- 3. Attach the wheels:** Secure the 4 rollers with 4 screws each to the underside of the box in the pre-drilled holes. Use the included Allen key for this.

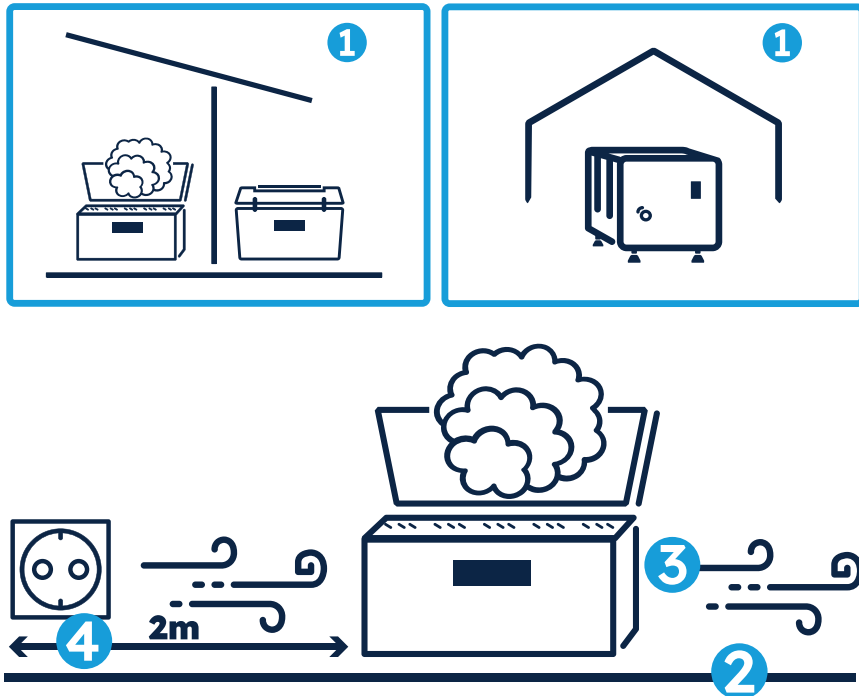
Lock the wheels: To prevent the box from rolling away, you can secure the two lockable wheels by pressing down on the lever. When you need to move the box, simply push the lever up to release the wheels.



3. PREPARATIONS & FIRST STEPS

Optimal conditions for your NUVEQ® - that's where it belongs

1. **Location:** Steaming operations can be carried out indoors or outdoors. Please place the steam generator protected from the weather. The hay box can stand permanently outside (but ideally covered). Only store the steam generator indoors.
2. **Surface:** straight and solid floor.
3. **Surroundings:** there should be sufficient distance to all sides so that the steam escaping when opening does not damage anything if possible
4. **Power supply:** A distance of 2 metres from a power socket should be maintained for safety reasons. Please read page 22 - Electrical requirements before switching on for the first time.

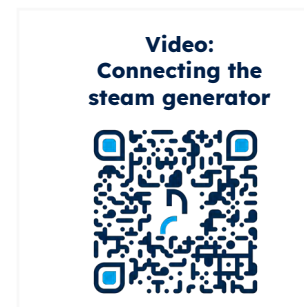


Connecting the steam generator to the hay box - here's how

1. **Pull back the quick-release fastener:** Pull back the fastener on the steam generator.
2. **Press the hose into the connection:** Press the hose connector firmly onto the steam generator connector.
3. **Just release:** If the closures are together correctly, just release and the quick release will pop together.

Separating the steam generator from the hay box - this is how it works

1. **Pull back the quick-release fastener:** Pull back the lock on the steam generator.
2. **Pull the hose out of the connection:** Pull the hose connector out of the steam generator connector. This should be quite easy.
3. **Just release:** Once the caps are separated, just release the and the quick release will spring back to its original shape.



To ensure that you use the NUVEQ® safely and efficiently, please read this user manual carefully before use and follow all instructions contained therein.

3. PREPARATIONS & FIRST STEPS

Electrical requirements

1. **Electrical requirements**

Pro Steamer 2.6 kW (UK), 3.2 kW (EU)

Eco Steamer 1.45 kW

220 - 240V AC, normal 16 amp socket

Plus Steamer 6.4 kW

400V AC, Power socket with 32 amps

2. **Power line:** The power line must meet the above requirements. We recommend having the line checked in advance by a qualified electrician. Ideally, the steam generator should have its own fused circuit. Often, especially in older barns, it is necessary to lay a new power line especially for the steam generator.
3. **Residual current circuit breaker (RCD):** This should not be missing in any barn!
4. **Socket:** Do not place the hay box directly under the socket, as the steam can damage the electrical system (risk of rusting, possibly leading to scorching). Check the socket for dirt each time before use. Both the socket and the cable should be dry.
5. **Power cables & plugs:** Cables and plugs must be checked regularly for defects so that no sources of fire can develop.
6. **Extension cords & multiple plugs:** Do not use extension cords or multiple plugs for the steam generator. This reduces the power output and can cause problems.
7. **Timer:** The steam generator stops heating when no more water can be drawn. If you still want to use a timer, first check that it has the electrical requirements. Always use the timer according to the operating instructions.
8. **Miscellaneous:** Always use the steam generator when it is earthed, dry and clean.
























}}} **Full steam ahead!**

With its 2.6 kW, the steam generator has enough power to steam 30-35 kilos of hay in no time. Make sure you have a good power line for best results and take all safety aspects into account.

3. PREPARATIONS & FIRST STEPS

General safety - what you need to know

-  The NUVEQ® hay steamer produces hot steam and reaches very high temperatures: risk of burns! Therefore, be careful when opening the hay box after steaming. The steam jet and the steam nozzle must not be touched immediately after the steaming process, as they are hot.
-  The steam generator is an electrical device. Make sure that your location meets all electrical requirements (see pages 20-22).
-  Never immerse the unit in water: Danger to life!
-  Never use the unit barefoot.
-  Do not clean electrical equipment with steam, as this may cause malfunctions or short circuits: Danger to life!
-  Do not place the hay box directly under a socket, as the socket may rust due to the steam.
-  Do not use extension cords or multiple plugs.
-  Do not pull the power plug out of the socket by the cable or the unit itself.
-  The steam generator must not be covered by anything.
-  Switch off the steam generator before moving it to another location. Also make sure that the steam generator has cooled down first.
-  Do not run the power cable over sharp edges or pinch it.
-  Protect the power cable from heat, steam and oil.
-  Before each use, check that the power cable is intact and keep it dry.
-  Always remove the power plug from the socket in the following situations:
 - before cleaning/descaling
 - if you notice leaks in the appliance
 - when work is interrupted or stopped.
-  Do not point the steam jet at people or animals.
-  Please place the appliance so that your NUVEQ® is not accessible to children or animals.
-  Do not let children or inexperienced persons use the appliance.
-  Do not leave the connected device unattended.
-  Do not expose the unit to extreme weather conditions (sun, frost, etc.).
-  Do not move the appliance while it is still hot. Do not tip the appliance over or place it at an angle.
-  In the event of damage to the appliance, take it out of operation immediately and inform the service centre. Repairs may only be carried out by authorised specialists.

4. OPTIMAL STEAMING PROCESS

How it works

An optimal steaming process can take place in very different ways. All conditions must always be taken into account. These include the weather, the filling quantity and the condition of the roughage.

However, this is the rough order of the steaming process:

1. **Fill the hay box with roughage** (more on page 27).
2. **Connect the hay box to the steam generator** (see page 21).
3. **Start the steaming process** (read more on page 28).
4. **Steam according to the table** (more on page 29).
5. **Remove and feed the roughage** (more on page 30).

On pages 32 and 33 we have answered a few more typical questions. You can find more questions and answers about hay steaming on NUVEQ.com or on fs-animal-health.com.

Temperatures up to 100°C in the hay

The 100°C hot steam kills bacteria and mould spores and binds the dust that is harmful to the horse to the hay. Please be careful, because of the temperatures of over 80°C in the hay box, the roughage has between 80 and 100°C when it is taken out.

Speciality Expert Eco: Thanks to its remarkably low power consumption of 1.45kWh, the Expert Eco is capable of reaching temperatures exceeding 70°C, effectively deactivating molds and fungi. Typically, these organisms are deactivated between 60°C to 70°C (140°F to 160°F). If you require even higher temperatures, we recommend using the NUVEQ Expert Pro.

Filling with roughage

In the NUVEQ® hay box, you can steam any type of roughage (including straw and haylage) - whether loose, in hay nets or as (partial) bales. What you should know: Densely packed hay may take longer to steam. Depending on the hay bale and the composition of the hay, the possible filling quantity may vary.

1. **Open the latches and lift the lid.** The gas struts keep the lid open.
2. **Always fill the hay into the hay box by hand**, never with a pitchfork, as this can damage the hay box.
3. **Pack the roughage evenly into the hay box.** If, for example, there are unfilled corners between hay nets, this may cause steam to collect there.
4. **Do not overfill.** It is better to steam twice than to stuff too full. Please do not sit on the lid to squeeze, then there is too much inside.
5. **Close the hay box and the latches**, so that no steam can escape at the top.

A word about hay nets

A hay net must withstand temperatures of up to 110°C. Many hay nets are not heat resistant and therefore not suitable for steaming. The NUVEQ® hay nets, on the other hand, are made of polyethylene and nylon and are therefore ideal for steaming. They also have no metal parts that could get hot in the hay box.



4. OPTIMAL STEAMING PROCESS

Operating the steam generator

Once the hay box with the roughage has been prepared and all general and electrical requirements have been met (see pages 14-16), then you can get started.

1. **Fill the water canister with water.** Then close both lids on the canister. (Lid with the two hoses: insert the hoses into the canister before closing it).
2. **Connect the hay box to the steam generator** as described on page 15.
3. **Plug the power cable** into the socket.
4. **Switch on the main switch.**

Water shortage

If there is not enough water, the steam generator starts to beep and no longer heats. In this case, switch the steam generator off briefly, open the water canister, fill it again with water and close it again - done! Now you can immediately switch the steam generator on again.



How long does a steaming process take?

Steam all you like!

Essentially, it depends on the filling quantity, filling method, amount of water and outside temperature. You can steam according to the number of litres, the time, the fill level or the temperature reached.

	30-36 kg	20-24 kg	12 kg
8 litre			
7 litre	❄️❄️ 90 Min		
6 litre	❄️ 80 Min	❄️❄️ 80 Min	
5 litre	☀️ 70 Min	❄️ 70 Min	❄️❄️ 70 Min
4 litre	☀️ 60 Min	☀️ 60 Min	❄️ 60 Min
3 litre		☀️ 50 Min	☀️ 50 Min
2 litre			☀️ 40 Min
1 litre			

Tip: Pay attention to the electrical requirements!

An insufficient power supply causes a longer steaming time!

4. OPTIMAL STEAMING PROCESS

Remove steamed roughage

Care must be taken when removing steamed roughage, especially because of the high temperatures inside the hay box.

This is the best way to proceed

1. **Switch off the steam generator.**
2. **Open the hay box and let the steam escape:** To safely remove the roughage from the hay box, open the hay box with enough distance to allow the steam to escape safely.
3. **Remove roughage** (with gloves) by hand. Auf keinen Fall eine Heugabel verwenden!
The steamed roughage is slightly damp at the edges due to condensation, but inside it is very warm and dry. After removal, the hay dries completely.
4. **Continue steaming:** If necessary, add more roughage and start another steaming process.
5. **Close the hay box and let it cool down** if you do not want to steam again.
6. **Unplug the steam generator.**
7. **Empty the water canister.**

Das bedampfte Raufutter ist an den Rändern durch das Kondenzwasser leicht feucht, innen ist es allerdings sehr warm und trocken. Nach dem Entnehmen sollte das Heu komplett durchgetrocknet sein.



Danger of burns from hot steam!

Your hay box reaches temperatures of over 80°C inside. Always wait with sufficient distance until the steam has escaped. You can wear gloves to protect your fingers. Never reach into the hay box while it is still hot and do not bend over the escaping steam.

Steaming process at low and high temperatures

Vapour deposition during frost

At very low room temperatures of 0°C or less, water can freeze in the water canister, in the steam generator or in the hoses. Therefore, the steam generator should always be stored warm. The hay box, on the other hand, can be left outside even at low temperatures.

1. **Connect** the warm stored steam generator to the hay box.
2. **Start the steam generator** as usual with the main switch.
3. **Wait until the hoses and distribution nozzles have warmed up** and steam comes out. You can also quickly remove icing in the hoses by pouring hot water on them.
4. **Loading the hay box with roughage:** Switch off the steam generator and only switch it on again after loading and closing the hay box.
5. **Continue the steaming process as usual.**

Storage of the steam generator during frost

1. **To do this, disconnect the steam generator** (as described on page 21).
2. **Always store the steam generator** with canister in a warm place when not in use!

Steaming at high temperatures

The steaming process at high temperatures can be significantly shorter, as the required temperatures are reached more quickly in the steamer. The hay box must be used and/or cleaned regularly, otherwise mould can quickly form.



Please do **not use antifreeze or other additives** to counteract the effects of the weather! These are a health risk for your horse and can damage the steam generator. This will also invalidate the guarantee.

4. OPTIMAL STEAMING PROCESS

Feeding steamed hay - Typical questions

You don't want to feed the hay right away?

Don't worry, you can wait up to 24 hours with moderate temperatures before feeding. In that case, just leave the hay box closed.

This keeps the hay relatively dust-free.

In hot weather, however, it is advisable to feed the hay quickly and clean the hay box regularly to prevent fermentation and mould.

For which medical conditions is steaming suitable?

Steamed hay is particularly suitable for horses with Equine Asthma (a comprehensive term for all previous designations for respiratory conditions such as COPD, RAO, IAD). Feeding steamed hay is also recommended for horses with allergies, such as those to dust, mites, or mold spores.

However, all other horses also benefit from steamed hay. Steamed hay is given prophylactically, especially to sport horses, to protect them from potential respiratory conditions and the associated performance loss.

What impact does steaming have on the nutritional content of hay?

Studies confirm that the nutrient levels of phosphorus, potassium, magnesium, sodium, and copper in steamed hay are just as high as in dry hay.¹

Does steaming affect the sugar content of hay?

The sugar content changes only marginally through steaming.²

What effects does steaming have on the protein content of hay?

Currently, it is not definitively established how steaming hay impacts protein content. Due to the high temperatures required during hay steaming, denaturation processes (loss of biological function/structural changes) of proteins are expected.³ Results from a 2015 study show no differences in crude protein content between untreated and steamed hay.¹ However, a more recent study from 2021 observed a reduction of approximately 20% in small intestine digestible crude protein and small intestine digestible amino acids.⁴

As there are still no conclusive findings, we advise closely monitoring your horse and adjusting the ration if necessary.

How long does it take to see positive effects from steaming?

Typically, changes can be observed after just a few days. However, this varies greatly from horse to horse. Respiratory issues depend on many different factors, with forage quality being just one aspect of managing horses with respiratory conditions. Factors such as housing, exercise, and veterinary care also play a role, along with the severity of the illness.

The most crucial aspect is identifying the cause through a veterinary examination. Here is a recording of our webinar with Dr. Schwarz, where the veterinarian explains in detail what examinations are conducted. Therefore, it's challenging to precisely predict when changes in the horse's condition may become apparent.

1 Moore-Colyer, Meriel J.S.; Taylor, Jessica L.E.; James, Rebecca. The Effect of Steaming and Soaking on the Respirable Particle, Bacteria, Mould, and Nutrient Content in Hay for Horses. *Journal of Equine Veterinary Science* 2016, 39: 62-68. <https://doi.org/10.1016/j.jevs.2015.09.006>.

2 Wyss, U. und Pradervand, N. Heu dämpfen oder wässern? *Agroscope Science* 2016; 32: 32-33.

3 Prof. Dr. Ingrid Vervuert: Was kann die Fütterung für die Lunge tun? *Pferdespiegel* 2018; 21: 107-114, Thieme Verlag.

4 Glatter et al. Feed Intake Parameters of Horses Fed Soaked or Steamed Hay and Hygienic Quality of Hay Stored following Treatment, *Animals* 2021; 11(9): 2729. <https://doi.org/10.3390/ani11092729>

5. MAINTENANCE

For optimal functionality, the hay box must be cleaned regularly and the steam generator emptied. Simply follow the steps in this chapter to keep your NUVEQ® Summit in optimal condition.

Cleaning the hay box

The hay box should be cleaned weekly to avoid soiling and mould. Regular cleaning is especially important in warm temperatures.

1. **Open the hay box as usual.**
2. **Allow to cool down:** After the last steaming process, wait until the hay box has cooled down.
3. **Carefully remove all hay debris** from the hay box by hand.
4. **Clean the box** (e.g. with a garden hose, high-pressure cleaner or bucket and clean tap water).
5. **Cleaning the steam distribution system:** If there is hay debris on or in the steam distributor, you can unplug it and rinse it with water.
6. **Lift the hay box** on the opposite side to the drainage hole. The water will flow out of the drain hole in the bottom. Disinfection is not necessary, but a non-corrosive veterinary grade disinfectant can be used if the hay box is very dirty.
7. **Let the hay box dry open.**



Important: Do not pour any descaling agent, citric acid, vinegar essence or similar into the appliance, as this may attack the seals.

Cleaning the steam generator Plus, Pro & Eco

The steam generator is equipped with a high-quality stainless steel boiler and a stainless steel heating coil that has a **self-cleaning effect**. For this reason, it is very insensitive to limescale. Limescale residues do not stick to the heating coil, but collect in the lower boiler area and must be removed from there regularly. For this purpose, you should empty the boiler approx. every 6 months, depending on use.

This is how you empty and decalcify the steam generator:

1. **The steam generator** should be **switched off at least 3 hours beforehand** and must be disconnected from the power supply.
2. **Disconnect the hose from the steam generator** (as described on page 21).
3. **Opening the drain plug:** There is a drain plug under the machine which you can open using the drain opener supplied with the machine or a size 21 spanner.
4. **Let the water drain out completely.**
5. **Screw the drain plug back** onto the machine. (Please make sure that the sealing ring in the drain plug is correctly seated).
6. **Fill the refill container** completely with clear water.
7. **Switch the machine on** again and use it as usual.

(Note: Because the boiler is completely empty, the unit will pump water for a longer period of time).



5. MAINTENANCE

Cleaning of the Fresh steam generator

Limescale deposits can accumulate in the steam generator. If you use the steam generator three times or more daily, or if you are in areas with hard water, it is recommended to descale every two weeks. An indication that descaling may be required every two weeks is cloudy water or the presence of lime particles or flakes.

Here's how to **clean** the Fresh steam generator:

1. **The steam generator should be turned off** at least 30 minutes to 1 hour beforehand and must be disconnected from the power supply.
2. **Disconnect the hose from the steam generator** (as described on page 21).
3. **Unscrew the cap:** Caution, some steam may still come out when opening.
4. **Fill with water.** Fill the steamer with approximately 2 liters of water.
5. **Screw the cap back on.**
6. **Shake vigorously.** Shaking will help loosen any loose material in the steam generator.
7. **Open the cap again** and pour out all the water completely into a drain or container.
8. **Repeat the process.** Repeat steps (3-7) until the water coming out of the steam generator is clear.
9. **Resume operation of the steam generator.** After cleaning the steam generator, you can fill it with water as usual, plug it into power, and connect it to the hay box to continue steaming hay as usual.



Tip: Use NUVEQ Descaler!

You can also find NUVEQ Descaler in the NUVEQ Shop. NUVEQ Descaler Concentrate has been specially developed for cleaning and maintaining steam generators.

Here's how to **descale** the Fresh steam generator:

1. **Clean the steamer.** Before descaling the steam generator, clean it as described on page 36.
2. **Disconnect the hose from the steam generator** (as described on page 21).
3. **Prepare descaling solution.** Pour 2 liters of cold water into the boiler and add 250ml of liquid NUVEQ Descaler Concentrate.
4. **Unscrew the cap:** Caution, some steam may still come out when opening.
5. **Fill the descaling solution.** Fill the descaling solution into the steam generator's boiler using a funnel.
6. **Let it soak.** Allow the solution to work for at least 3 hours. Do not let it boil! Tip: It can also be left to descale overnight.
7. **Shake vigorously.** Shaking will help loosen any loose material in the steam generator.
8. **Open the cap** again and pour out all the water completely into a drain or container.
9. **Rinse the steam generator.** Rinse the steam generator with clear water until the water coming out of the steam generator is clear.
10. **Resume operation of the steam generator.** After cleaning the steam generator, you can fill it with water as usual, plug it into power, and connect it to the hay box to continue steaming hay as usual.



Important: Please do not steam water with descaler, as it could be harmful to your horse's health. Make sure that no one else uses the steamer while you are descaling.

5. MAINTENANCE

Storage of your NUVEQ® hay steamer

Steam generator

You are not going to use your steam generator for at least a week?
It is stored correctly if you follow these steps:

1. **Unplug the cable from the socket and roll it up.**
2. **Empty the steam generator** (see page 35).
3. **Empty the water canister.**
4. **Store the steam generator** in a warm, dry place that is protected from moisture.
5. **If you want to use it again**, first check that neither the plug nor the cable are damaged and that everything has remained clean and dry.

Hay box

If you do not use the hay box for a longer period of time:

1. **Clean the hay box** as described on page 34.
2. **Close the box** once it is completely dry and clean.

The box should be stored indoors or outdoors, protected from the weather.



6. POSSIBLE ERRORS & SOLUTIONS

If you encounter difficulties when using the NUVEQ® steam generator, have a look at the following list of possible causes and solutions. These are typical sources of errors that we have been able to collect. More questions and answers can be found at: fs-animal-health.com/heubedampfer-faq

Error	Possible cause / remedy
The steam generator does not switch on.	The appliance is not supplied with power. Connect the steam generator to a working socket.
The steam generator beeps.	Is there any water missing? Please fill up the water canister. If the unit still beeps: Check all plug connections and check whether impurities have crept in somewhere. Also check whether the float and sensor in the container are working properly and are in the water. Make sure that the steam generator is standing on a level surface. If the steam generator was frozen, let it thaw completely.
The steam generator no longer heats.	The temperature was automatically lowered due to lack of water. Please switch the unit off, fill the water canister and switch the unit on again. If the problem persists, please contact our customer service.
No steam escapes from the hose.	Check that the plug from the hose is inserted correctly. Check if the steam generator is switched on. Is there enough water in the canister?

Error	Possible cause / remedy
The hay is steamed in some places and not in others.	The steam distributor or hoses may be clogged (by hay residue, condensation or ice). See Cleaning on page 26 and Working in sub-zero temperatures on page 21. Alternatively, the hay box could be overfilled or unevenly filled. Please always make sure it is well filled - see Filling with roughage on page 20.
Steaming takes a long time or the hay is not completely steamed.	This is probably due to an insufficient power supply. Check if other electrical appliances are running on the circuit at the same time. Check whether the power line is rated for 3.2 kW. See Electrical requirements on page 16. Measure how much current is reaching the steam generator yourself with an electricity meter. If in doubt, consult a qualified electrician. Cold weather can also affect the steaming time.
The socket is burnt.	The power line may not meet the Electrical Requirements on page 16 or the socket may be dirty. Try a different socket / circuit. Have the problem checked by a qualified electrician. Do not place the steam generator directly under the socket.

Nothing helps?

Contact our NUVEQ® team via telephone for **UK +44 (0) 1730 716 084** for **Europe +49 (0) 2261/816260** or write to us at hello@NUVEQ.co.uk.

7. LEGAL MATTERS

Disclaimer

We have taken great care to ensure residue information in these operating instructions at the time of publication. However, we reserve the right to change this data without notice. Should the requirements described in these operating instructions not be adhered to, the corresponding consequences may be charged to the user and the warranty claim will be invalidated. We accept no liability for improper use or unauthorised modifications to your NUVEQ® steam generator.

Warranty

You can find everything about the warranty & warranty conditions at nuveq.com/en/pages/garantie

AGBs

You can find our general terms and conditions at nuveq.com/policies/terms-of-service

Data protection

You can find detailed information on the subject of data protection in our data protection declaration. nuveq.com/policies/privacy-policy

Warranty



AGBs



Data protection



8. FURTHER INFORMATION

on NUVEQ.com

With the new NUVEQ® hay steamer provide your horse with healthy hay.

Steaming is the easiest and most comfortable method to bind dust and almost completely remove bacteria and spores from the hay.

The result: less coughing, fewer respiratory diseases and a horse with a great quality of life and full vitality.

Veterinarians are enthusiastic about the rapid improvement in animal health.

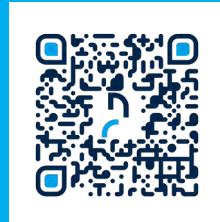
Simply scan the QR code:

Shop, technical details, instructions for use, help for getting started, information on steaming and much more can be found on our website NUVEQ.com.

Do you have more questions or would you like some advice? Contact our NUVEQ® team for Europe +49 (0) 2261 816260 and for UK +44 (0) 1730 716 084



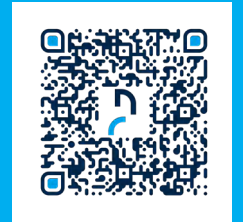
9. LANGUAGES



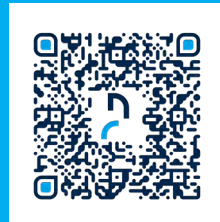
DEUTSCH



ENGLISH



NEDERLANDS



ESPAÑOL



ITALIANO



FRANCAIS

health and vitality

