

# HAYGAIN<sup>®</sup>

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## hay steamers

### **HG-GO User Manual**

### **Operating & Safety Instructions**

Before using your HAYGAIN<sup>®</sup> Hay Steamer, please read this manual thoroughly and retain it for future reference.



<b>Contents</b>	<b>Page</b>
1. Unpacking your HAYGAIN	2
2. Locating your HAYGAIN	2
3. Assembling your HAYGAIN	3
4. Operating Instructions	4
4.1 Filling the Steam Generator with water	4
4.2 Loading the Hay Bag	5
4.3 Switching on	5
4.4 Steam cycle	5
4.5 Empty Steam Generator after use	6
4.6 Safety Filler Cap	6
5. Important Electrical Considerations	7
5.1 Electrical specification	7
5.2 Plug sockets	7
5.3 Extension cables	7
5.4 Wall timers	7
6. Operating Considerations	8
7. Care and Maintenance	10
7.1 Maintaining your Steam Generator	10
7.1.1 Cleaning your Steam Generator	10
7.1.2 Descaling your Steam Generator	10
7.2 Maintaining your Hay Bag	11
7.3 General maintenance	11
7.4 Storing your HAYGAIN when not in use	12
8. Troubleshooting	13
8.1 HAYGAIN Troubleshooting Matrix	13
8.2 Using HAYGAIN in freezing conditions	16
8.2.1 When starting up in extreme temperatures	16
9. Guarantee	18
10. Frequently Asked Questions	21
11. Appendix	24

## HG-GO User Manual Operating & Safety Instructions

**Working safely with your HAYGAIN® Hay Steamer is only possible when these Operating and Safety Instructions are read completely and the contents contained herein are understood and followed.**

### 1. Unpacking your HAYGAIN

You will find the following:

- a) HAYGAIN Hay Bag with fixed 5 spike Steam Manifold.
- b) JB Steam Generator with Hose/Quick Release Fitting and 2 spare Filler Cap Seals.
- c) Plastic Funnel.
- d) Water level measuring dipstick.
- e) Zipper instruction panel attached to the Hay Bag.
- f) 1 Packet of HAYGAIN Descaler.
- g) HAYGAIN Operating and Safety Instructions.

**If any of these parts are missing or damaged, notify your supplier within 7 days of date on delivery note.**

### 2. Locating your HAYGAIN



**CAREFUL CONSIDERATION SHOULD BE MADE TO HEALTH AND SAFETY WHEN LOCATING YOUR HAYGAIN, RECOGNISING THIS IS AN ELECTRICAL APPLIANCE THAT GENERATES HOT STEAM WHICH CAN BURN, HAS SHARP COMPONENTS AND SHOULD NOT BE ACCESSIBLE TO CHILDREN.**

**Power:** Your HAYGAIN should be located within 2 metres of a mains electrical socket. Your Steam Generator is an electrical appliance and is designed for indoor use only.

**Floor Surface:** Location must be level, well draining and easy to clean.

**Surrounding Environment:** Must be well ventilated to avoid damp conditions.

**Water Source:** Your HAYGAIN is designed to be used with clean tap water and can be easily filled with the use of a watering can and funnel.  
**Do not overfill.**

### 3. Assembling your HAYGAIN

To attach the Steam Generator Hose to the side of the Hay Bag: pull back the knurled brass Barrel of the Quick Release Fitting located on the end of the Hose; push firmly onto the brass Connector located at the back of the Hay Bag ensuring the Barrel slides forward into the locked position; and pull Hose to check it is secure, (see figure 1).

Fill the Steam Generator with fresh water and plug unit into a 220/240 volt wall outlet. The Steam Generator will require 7 Amps of power.

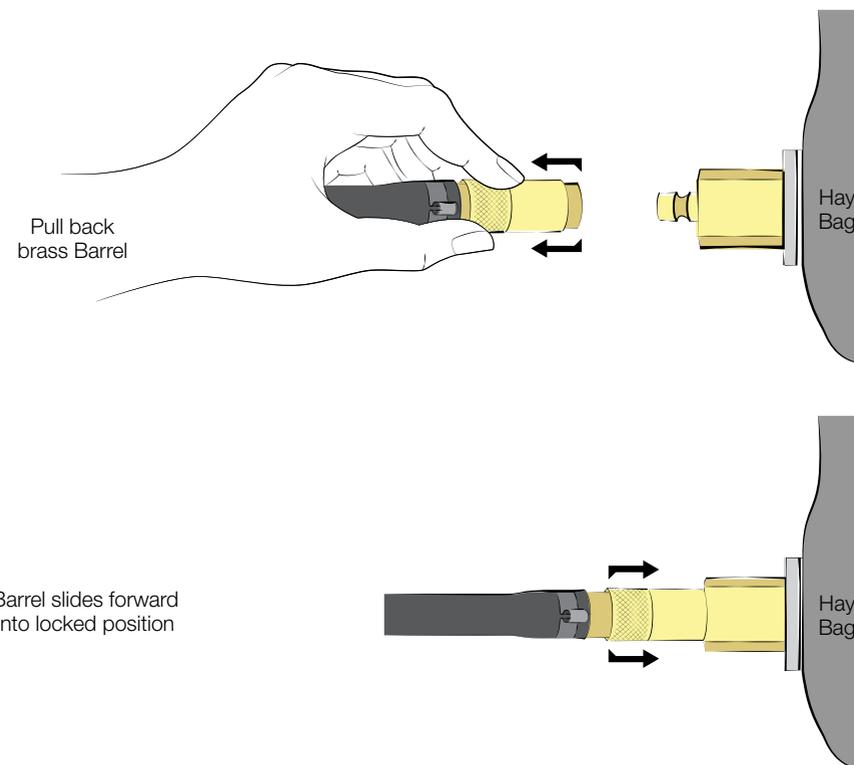


**ENSURE STEAM GENERATOR HOSE IS NOT KINKED OR RESTRICTED AND THE HAY BAG IS NOT RESTING ON IT.**

**ENSURE ANY EXCESS ELECTRICAL CABLE IS HOOKED UP OFF THE FLOOR AND NOT LEFT ON THE FLOOR IN WET CONDITIONS.**

*Refer to 'Important Electrical Considerations', section 5.*

Figure 1: Quick Release Fitting



**Note**

Nutritionalists and Vets recommend introducing any dietary changes slowly. Mixing HAYGAIN steamed hay with your existing forage for a few days will allow your horse's digestive system to adapt.

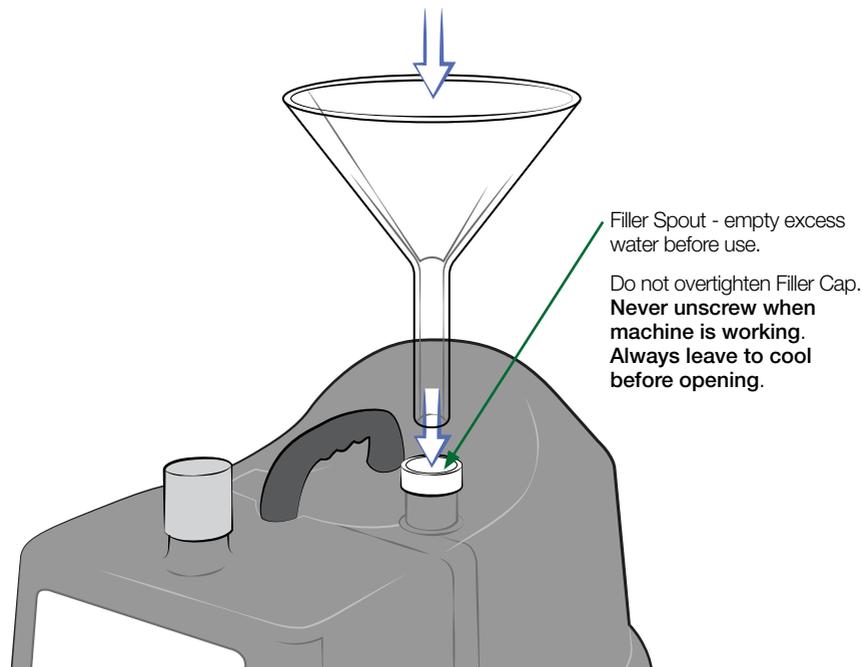
**4. Operating Instructions****4.1 Filling the Steam Generator with water:**

Remove the Filler Cap on the Steam Generator and fill with 3.5 litres of clean tap water using the Funnel provided (taking care not to spill water on the Steam Generator or overfill. Mop up any spillages.)

Check the water level with the measuring Dipstick provided. Ensure there are no foreign materials such as bits of hay/straw/shavings in the water as this can cause a blockage in the Steam Hose and result in damage to the unit.

**Use only tap water. The use of antifreeze or other additives will seriously damage your Steam Generator, voiding the warranty and could be dangerous for you and your horse's health.**

Figure 2: Filling the Steam Generator

**4.2 Loading the Hay Bag:**

The HAYGAIN HG-GO will process approximately one hay net containing 2-4 segments of hay. Insert the hay into the Hay Bag and press down firmly so it sits evenly and the Manifold Spikes pierce the hay to their full length. **Ensure the Manifold Spikes are not exposed as this will affect the efficiency of the process.**

If using flaps or loose sections from large square or round bales, it is advisable to place them 'vertically' into the hay bag and pack as tightly as possible so that the steam has to work through the hay for full effectiveness.

Sprinkling water on the loose hay/nets will help conduct the steam efficiently through the hay.

Place the Circular Cap over the top of the hay with the handle facing you and pull tight the Hay Bag drawstring.

**4.3 Switching on:**

Plug the Steam Generator into a suitable power outlet. Switch the Steam Generator 'on' by turning the Rotary Switch on the rear of the unit to the STEAM position (3 o'clock position).

**Note**

The water in the Steam Generator will take 10-15 minutes to produce steam depending on the water temperature, ambient temperature and also the efficiency of your electrical supply.

**4.4 Steam cycle:**

Allow steam to permeate the hay for at least a 50 minutes **but no longer than 90 minutes.**

During the steam cycle, you will notice water will drip from the drain holes in the bottom of the Hay Bag: this is normal, and it is important to keep these holes clear of debris. It is also normal for the Hay Bag to emit some steam from the Circular Cap.

When the cycle is complete, turn the Rotary Switch on the Steam Generator to the 'off' position and disconnect the power supply.



**USE EXTREME CAUTION WHEN OPENING THE HAY BAG AND REMOVING THE HAY. TEMPERATURES INSIDE IT CAN REACH IN EXCESS OF 100°C – STEAM CAN BURN.** ☹️

'Operating Instructions' cont'd

When opening the Hay Bag, **take extreme caution and remove the Cap quickly - DO NOT LEAN OVER THE HAY BAG.** Turn the Hay Bag upside down to empty the forage after the cycle is complete.

Feed the hay as required. Steamed hay will cool rapidly and should ideally be fed within 24 hours of steaming. If steaming hay nets, the hay in the centre of the net will remain hot for quite some time as the hay around it in the net insulates it. In our experience, horses are very happy to eat from the net when there is still steam coming out of it.



**METAL COMPONENTS (HOOKS, RINGS AND CLASPS) ON HAY NETS WILL BE VERY HOT IMMEDIATELY AFTER STEAM CYCLE. USE EXTREME CAUTION WHEN HANDLING.**

For more detailed information on factors influencing steam cycle timing refer to 'HAYGAIN Troubleshooting Matrix', section 8.

**4.5 Empty Steam Generator after use:** (See instruction in 'Care and Maintenance', section 7)

Your Steam Generator should be emptied after use and regularly rinsed. Failure to do so will cause a build up of lime scale and sediment. This can cause blockages to the Manifold Spikes, Hoses, Filler Cap and Heating Element resulting in poor performance.

**Neglecting to care for your Steam Generator will invalidate your guarantee. Periodic use of a Propress descaling product is recommended.**

#### 4.6 Safety Filler Cap:

Your Steam Generator is fitted with a Safety Filler Cap. In some circumstances steam or water can be released from the Cap. In the event that this occurs turn off immediately to ensure no damage is caused to the Steam Generator or Steam Hose. **DO NOT REMOVE THE FILLER CAP – WAIT FOR MACHINE TO COOL DOWN** and refer to 'HAYGAIN Troubleshooting Matrix', section 8.

The potential causes of this are:

- 1) The Steam Generator has been overfilled.
- 2) The Steam Generator needs rinsing out and descaling to remove build up of sediment or scale.
- 3) The Steam Hose is blocked, kinked, restricted or frozen (see 'Using HAYGAIN in freezing conditions', point 8.2).

## 5. Important Electrical Considerations

### 5.1 Electrical specification:

JB Steam Generator: 3.5 Litre water capacity | 1,500W | 50/60Hz~ | 230 Volt  
**THIS APPLIANCE MUST BE EARTHED**

### 5.2 Plug sockets:

Ensure the electrical circuit is sufficiently rated to accommodate the above specification of the Steam Generator either for its sole use or use with other appliances that may draw similar wattage on the same electrical circuit.

Ensure that neither the Steam Generator nor the Hay Bag are directly located under a wall mounted socket as the steam could cause damage to it.

It is recommended that all sockets are RCD protected.

### 5.3 Extension cables:

Extension leads should only be used as a temporary measure. We do not recommend that extension leads are used as a permanent method of power supply.

Before using an extension lead check that it is correctly rated (see above 'Electrical specification', point 5.1) and not damaged in any way. Only use an extension lead when it is fully unwound.

If you are unsure consult a qualified Electrician.

### 5.4 Wall timers:

Wall timers should only be used if they are correctly rated and suitable for the environment in which you are using your HAYGAIN (see 'Electrical specification', point 5.1).

Wall timers should be regularly inspected to ensure they are securely fitted into the wall socket and the Steam Generator plug is firmly fitted into the wall timer. Do not use if the wall timer feels 'loose'.

If you are unsure consult a qualified Electrician.



**THE USE OF UNDER RATED OR WOUND UP EXTENSION LEADS IS DANGEROUS AND A FIRE HAZARD.**

## 6. Operating Considerations

HAYGAIN Hay Steamers are designed for steaming forage; **they must not be modified in any way.**

HAYGAIN Hay Steamers are electrical steam generating appliances and therefore **components may get very hot during operation and could cause burns.** 

Your HAYGAIN should be regularly cleaned and maintained to ensure continued trouble free performance (see 'Care and Maintenance', section 7).

Persons using this equipment must be authorised to do so and must be familiar with the Operating and Safety Instructions. Relevant Health and Safety checks should be carried out.

Where necessary, protective clothing should be worn.

### ALWAYS:

- > When the equipment is cold, check the Steam Hose is securely attached to the Steam Generator and the Hay Bag before operating.
- > Ensure Steam Generator and Hay Bag are on level ground before operating.
- > Open the Hay Bag Lid carefully. **CAUTION STEAM CAN BURN.**
- > Use protective gloves when handling hot steamed hay.
- > Disconnect power supply and wait for the Steam Generator to cool down before re-filling with water. Mop up any water spillage before connecting to power supply.
- > Check power cable and plug before commencing use. Do not use the Steam Generator if either is damaged. Contact an approved service agent for repair.
- > Regularly check the Steam Hose for damage or distortion. Do not use the Steam Generator if the Hose is damaged. Spare hoses can be purchased directly from Propress Equine Ltd.
- > Maintain order in the working area. Disorder increases the risk of an accident.
- > Keep children away from HAYGAIN equipment.
- > Disconnect from power supply when not in use.
- > Use only genuine HAYGAIN spare parts and approved accessories.
- > Servicing should only be carried out by the manufacturer, an approved service agent or a competent person.

### NEVER:

- > Overfill the Steam Generator - use the Measuring Dipstick provided.
- > Remove or unscrew the Safety Filler Cap when steaming or when Steam Generator is hot.
- > Detach the Steam Hose when steaming or when Steam Generator is hot.
- > Over tighten the Filler Cap. Doing this can damage the rubber seal which will then require replacement.
- > Use under rated extension cables as this is dangerous.
- > Tilt or carry the Steam Generator when in use or when containing hot water.
- > Unplug the Steam Generator by pulling the electrical cord. Always switch 'off' at the socket and pull the plug out of the socket by gripping the plug itself.
- > Allow people, children or animals to get inside the Hay Bag.

## 7. Care and Maintenance

### 7.1 Maintaining your Steam Generator:

Flush with fresh water after every use to avoid the build up of sediment. Descale regularly to ensure no unnecessary strain is put upon the Heating Element. Hard water causes scale to form on the Heating Element and if not maintained properly this can cause the Thermofuse to activate as a safety precaution.

#### 7.1.1 Cleaning your Steam Generator:

- 1) Disconnect from the power supply.
- 2) Disconnect the Steam Hose from the Hay Bag.
- 3) Half fill the Steam Generator with clean water; replace the Filler Cap and agitate vigorously - this action will suspend some sediment in the water; immediately remove the Filler Cap and empty the dirty water. Repeat this procedure until the water is completely clean.

It is recommended the Steam Generator be descaled at least every 6 weeks. Descaling frequency is dependent on usage and water hardness. Descaling frequency can be discussed with our Customer Helpline and HAYGAIN Descaler can be purchased by ringing Haygain on 0333 200 5233 or visiting our website: [www.haygain.com](http://www.haygain.com).

#### 7.1.2 Descaling your Steam Generator:

- 1) Before descaling, carry out the above procedure (*'Cleaning your Steam Generator'*) to remove as much loose sediment as possible.
- 2) Leave Steam Hose disconnected from the Hay Bag.
- 3) **Always read Caution Instructions on descaling product and carefully follow directions.**
- 4) Dissolve/dilute descaler in **warm water** as directed by the manufacturer ensuring the correct water volume:descaler ratio is followed. Pour the diluted descaler solution into the Steam Generator and switch 'on'.
- 5) When the water starts to boil turn it 'off' immediately. Disconnect power and leave for a minimum of 3 hours. For best results leave to descale overnight.
- 6) **Clearly label your Steam Generator so no one attempts to use the unit whilst it contains descaling product.**
- 7) Before flushing descaler from the Steam Generator, agitate vigorously to suspend any sediment in the water, then empty.

- 8) Half fill the Steam Generator with clean water, agitate vigorously then empty water out. Repeat this process until the water drained is completely clear.



**FAILURE TO LABEL YOUR STEAM GENERATOR WHILST DESCALING OR FAILURE TO FLUSH TANK OUT AFTER DESCALING COULD BE A POTENTIAL HEALTH HAZARD TO YOUR HORSE.**

**FAILURE TO MAINTAIN YOUR STEAM GENERATOR WILL VOID ITS WARRANTY.**

#### Note

The water in the Steam Generator must be allowed to cool to a temperature which will not cause injury before emptying.

### 7.2 Maintaining your Hay Bag and surrounding area:

Regularly clean out any loose hay from the base of the Hay Bag and ensure the Steam Manifold Holes are free from obstruction.

Clear the Drain Holes in the base of the Hay Bag after use: this can be done by flushing out the interior of the bag using water from a hose.

When not in use disconnect the Steam Hose from the Hay Bag and leave the bag open to allow ventilation.

The area surrounding the HAYGAIN should also be swept and cleaned once a week to avoid damp and mouldy conditions.

### 7.3 General maintenance:

In addition to mandatory electrical tests, check the condition of the Steam Generator's Plug, Cable and Cable Restraint where it enters the Steam Generator's Outer Case. Ensure all warning labels are legible.

Check the general condition and fit of the Steam Generator's Safety Filler Cap and Filler Spout. Ensure there is no damage or excess corrosion and there is no hay or chaff in the Safety Filler Cap.

Ensure no Hoses or fittings are damaged and they fit correctly - (see section 3).

### 7.4 Storing your HAYGAIN when not in use:

The Hay Bag should be cleaned appropriately before storing.

The Steam Generator should be emptied, cleaned and put in a dry location.

If the Steam Generator is not to be used for an extended period it is recommended the unit be descaled before it is stored away.

When recommencing use, the Steam Generator should be checked to ensure there has been no damage to the cable from rodents etc. and the plug is clean and untarnished to enable proper electrical connections. Dirty and damp plugs are a hazard and must never be used.

The Hay Bag should be sterilised before use. Further information on suitable disinfectants can be sourced from our helpline.

## 8. Troubleshooting

### 8.1 HAYGAIN Troubleshooting Matrix



**WARNING: YOUR HAYGAIN OPERATES AT HIGH TEMPERATURES AND PRODUCES STEAM WHICH CAN BURN ☹️ - USE EXTREME CAUTION. TROUBLESHOOTING SHOULD ONLY BE CARRIED OUT BY A COMPETENT PERSON.**

? <b>The steam cycle takes longer than normal.</b>	
<i>Probable Cause</i>	<i>Solution</i>
Ambient/water and forage temperature is low, therefore starting temperature of the hay and water is lower than normal.	Steam hay for longer than normal.
Element is scaled up reducing its efficiency.	Flush out the Steam Generator and descale (see point 7.1.2).
Electricity voltage may be lower than normal. This can happen in the winter when demand is high and also if you are running kettles, washing machines and heaters at the same time.	Check you have sufficient power supply to run all the equipment in your yard - if in doubt consult a qualified Electrician. If the supply is sufficient but the voltage is low then you will need to steam for longer.
<b>Note - The use of hot water in your Steam Generator will help to speed the warm up time which will assist in reducing the steam cycle time.</b>	
? <b>Hay is not steaming properly / steam is not coming from all Manifold Spikes.</b>	
<i>Probable Cause</i>	<i>Solution</i>
Hay load is very dense/heavy or the hay is very loosely packed.	It may be necessary to steam the hay for longer. Dressing the top of the hay with up to 3 litres of water can assist with the conduction of the heat within the hay and help to reduce the steaming time.
Check the HAYGAIN is on level ground.	If your Hay Bag is not on level ground steam will find the easiest exit and may favour some Manifold Spikes over others.
Hose from the Steam Generator to the Hay Bag is restricted or has deteriorated.	Hoses will deteriorate over a period of time and may need to be replaced. Failing to drain hoses of condensation on a regular basis and allowing hoses to freeze with condensation in them will shorten the life span of the hoses. Replacement hoses can be ordered directly from your supplier.

'Troubleshooting' cont'd

 <b>Hay is not steaming properly / steam is not coming from all Manifold Spikes (cont'd).</b>	
<i>Probable Cause</i>	<i>Solution</i>
Manifold has a build up of condensation/water which is restricting even steam flow.	Disconnect the Steam Hose from the Hay Bag and tilt the Bag backwards. This allows any condensation in the Manifold and Hose to drain through the brass Connector at the back of the Bag.
 <b>The Steam Generator does not operate and the indicator lights do not come on.</b>	
<i>Probable Cause</i>	<i>Solution</i>
No power supply.	Check that you have a power supply. Try plugging into another power outlet.
The fuse in the Steam Generator plug has blown.	Replace with 13Amp fuse.
If using an extension lead the thermal trip may have activated or it may not be suitable - <b>WARNING INCORRECTLY RATED OR WOUND UP EXTENSION LEADS CAN BE A FIRE HAZARD.</b>	Check the extension lead is suitably rated and fully unwound.
 <b>The Steam Generator trips the circuit breaker or RCD.</b>	
<i>Probable Cause</i>	<i>Solution</i>
Power supply is not sufficient for total demand of appliances being used.	Switch off items such as kettles and heaters and check the supply is sufficient for the appliances that are being run from the circuit. If in doubt consult a qualified Electrician.
Steam Generator has been allowed to get damp.	The Steam Generator should always be kept in a warm dry environment. Allow the Steam Generator to dry out for 24hrs and try again. (Also see 'Using HAYGAIN in freezing conditions', point 8.2).
<b>Note - If problem persists contact your supplier.</b>	
 <b>Steam is escaping from the Safety Filler Cap.</b>	
<i>Probable Cause</i>	<i>Solution</i>
Steam Generator has been over filled.	<b>Wait for the equipment to cool down.</b> Check that your Steam Generator has not been over filled. Over filling can result in water and steam being forced out of the Safety Filler Cap and may also result in other damage. Pour excess water out of the Steam Generator until water can just be seen in the Filler Spout (refer to point 4.1).

 <b>Steam is escaping from the Safety Filler Cap (cont'd).</b>	
<i>Probable Cause</i>	<i>Solution</i>
Sediment, limescale or hay trapped in Safety Filler Cap.	Wash the inside of the Filler Cap and remove any impurities. Ensure you locate the Filler Cap Seal correctly and that no hay or straw is to be found inside the Cap as this can obstruct the Pressure Release Valve. If the Filler Cap Seal is damaged, replace it (see <i>Solution below</i> ). If the Filler Cap has a build up of scale and sediment in it, this indicates that the Steam Generator is not being flushed or descaled regularly (refer to point 7.1).
Filler Cap Seal is damaged or missing.	Replace Filler Cap Seal with spare that was supplied with your unit. Ensure the replacement Seal is located in the base of the Filler Cap under the thread - (please note Seals are designed to be a very snug fit and will require the use of a screwdriver to slot firmly into place). Replacements can be ordered from your supplier. Use only genuine HAYGAIN replacement parts.
Blocked or restricted hoses.	Check the Steam Generator Hose for kinks and make sure the Steam Generator or Hay Bag are not sitting on the Steam Hose. <b>Wait for the equipment to cool down.</b> Disconnect the Steam Generator Hose at both ends and flush through with water. Re-attach to the Steam Generator but not to the Hay Bag. Turn on the Steam Generator. If steam no longer comes from the Filler Cap when steam appears through the Hose, switch 'off' and allow to cool. Then re-attach the Hose to Hay Bag and turn 'on' again. If steam still comes from Filler Cap it is likely that your Steam Generator Hose needs cutting down or replacing. Contact your supplier. If replacing the Filler Cap Seal and cutting down/ replacing the Steam Hose does not resolve the problem, the hose within the Hay Bag will need to be replaced. Contact your supplier.
<b>Please note - Hoses will deteriorate over a period of time and may need to be replaced. Failing to drain hoses of condensation on a regular basis and allowing hoses to freeze with condensation in them will shorten the life span of hoses.</b>	

'Troubleshooting' cont'd

? Steam is escaping from the Safety Filler Cap (cont'd).	
Probable Cause	Solution
Hoses or Manifold are frozen.	Sub zero temperatures can cause condensation in the hoses and Manifold to freeze. <i>Follow procedures in 'Using HAYGAIN in freezing conditions', point 8.2.</i>
<b>Please note</b> - It is normal for a small amount of steam to escape out of the top of the Hay Bag.	

## 8.2 Using HAYGAIN in freezing conditions:

When your HAYGAIN is not in use, your Steam Generator should always be empty and kept in a sheltered and warm (above freezing) environment.

If you are concerned there is frozen water in your Steam Generator you must allow it to defrost thoroughly. **Failure to do so will cause damage which will not be covered under warranty.**

Before use, ensure your Hay Bag, Internal Hose and Manifold are not frozen. If you suspect any of these components are frozen, use an adequate amount of hot water to pour over the Hose and Manifold. Squeeze the rubber Hose in the Hay Bag as this should break up any ice in the pipe work.

### 8.2.1 When starting up in extreme temperatures:

Turn on the Steam Generator without connecting it to the Hay Bag to ensure the Steam Hose is clear and ice-free. If the Hose is not clear (i.e. steam is coming from the Filler Cap), immediately turn the machine 'off'. **DO NOT UNSCREW THE FILLER CAP** but immerse the Steam Hose in hot water and squeeze it to clear the frozen water. Try again.

Connect the Steam Hose to the Hay Bag. **DO NOT PUT HAY IN THE HAY BAG.** Check that steam/condensation is coming through the hoses and Manifold Spikes.

If not, immediately switch 'off'. **DO NOT UNSCREW FILLER CAP** and defrost the Hay Bag using hot water.

After use, disconnect the Steam Hose from the Hay Bag and drain any condensation that is in the Manifold or pipe work.

You can use normal pipe insulation on the Steam Hoses to both protect them from freezing and make them thermally more efficient. The use of pipe insulation can be discussed with our Customer Helpline by calling HAYGAIN: 0333 200 5233.



**NEVER USE ADDITIVES, LIKE ANTI FREEZE, WITH THE WATER IN YOUR STEAM GENERATOR. IT CAN CAUSE SERIOUS PROBLEMS AND WILL VOID YOUR WARRANTY.**

**If there is still a problem, please contact your dealer.**

## 9. Guarantee

The guarantee covers the repair or replacement (at the discretion of HAYGAIN Ltd) of your machine or part of your machine if it is found to be defective due to faulty materials or workmanship within the guarantee period. This includes all parts and labour required to get the machine working properly again without charge.

Guarantee work is normally carried out at a HAYGAIN authorised service centre, but at the company's discretion work can sometimes be carried out on site.

Where possible we will offer a loan machine whilst repairs are being carried out. However relevant charges will be applied to cover transportation costs.

If you require a loan machine you may be offered an exchange machine and the faulty machine will be collected from you. If this is the case, no charge will be made and the exchange machine will become your replacement machine.

If any part is no longer available, we will replace it with a functional replacement part.

HAYGAIN machines are engineered and constructed for continual high performance in normal use. If a machine is used in the way indicated by these instructions and it breaks down within the guarantee period, it is our responsibility to repair, replace or exchange it.

**Please note:** HG-GO is intended as a portable steamer, ideal for travelling and taking to shows.

### Your Steam Generator is covered by a 12 month HAYGAIN Guarantee if you maintain the unit as follows:

- Do not allow your Steam Generator to boil dry.
- Descale your Steam Generator at least every 6 weeks with HAYGAIN Descaler.
- Flush your Steam Generator out with clean water at least once every 2 weeks.
- Use clean fresh **tap/distilled water**.
- Empty the machine of water when it is not in use.
- Ensure the Steam Generator and Hay Bag are on a hard level surface.
- The machine is only to be used for steaming hay, haylage and straw.
- Regularly check the hoses for blockages.
- The warranty does not cover misuse or preventable damage.

### There are some circumstances in which a HAYGAIN Guarantee will NOT cover the repair, exchange or replacement of a machine. These are detailed below:

- Normal wear and tear, including parts that might wear out over time (e.g. fuse, hose, seals, etc.).
- Accidental damage.
- Faults caused as a result of scale or sediment build up within the Steam Generator, (*refer to point 7.1*). If you are unsure, please call our Customer Helpline and a member of our team can help you.
- **Faults caused by negligent use, misuse, neglect or careless operation of the machine, this includes:**
  - > Use of dirty water. Only **tap/distilled water** is approved.
  - > Foreign objects, such as hay and straw, found in the Steam Generator Tank or pipe work.
  - > Corrosion of the unit due to storage or outdoor use.
  - > Steam Generator not emptied of water after use.
  - > Damage to the Heating Element or Thermofuse due to lack of water in the Tank or Tank being allowed to run dry.
  - > Not ensuring the Steam Generator Tank is filled sufficiently before use if used on a timer.
  - > Damage to the Heating Element due to use on uneven surfaces.
  - > Use of the machine that is not in accordance with the Operating and Safety Manual.
  - > Use of the machine for anything other than its specific designed purpose as described in the brochure and Operating and Safety Manual.
  - > Use of parts not assembled or installed in accordance with the Operating and Safety Manual.
  - > Use of parts and accessories which are not HAYGAIN Ltd genuine components. Faulty assembly or installation of parts or accessories.
  - > Repairs or alterations carried out by parties other than HAYGAIN Ltd or its authorised agents.

'Guarantee' cont'd

**Note**

An inspection charge, carriage charge and charge for any replacement parts used will be made if a fault is deemed to be caused by misuse.

If you have any questions about what is not covered please call our Customer Helpline: 0333 200 5233.

**The Terms and Conditions of a HAYGAIN Guarantee are as follows:**

- The guarantee becomes effective at the date of purchase or the date of delivery if this is later.
- You must provide proof of delivery/purchase before any work can be carried out on your machine under the guarantee. Please note that without this proof any work carried out will be chargeable. Please keep your purchase receipt as proof of purchase date; for reference enter these details into the back of this manual.
- HAYGAIN or its authorised agents will carry out all work.
- Any parts that are replaced will become the property of HAYGAIN.
- The repair, replacement or exchange of your machine under guarantee will not extend the period of the guarantee.

Any faults with your Steam Generator or Hay Bag should be reported immediately on receipt of the unit to the dealer you purchased it from.

**10. Frequently Asked Questions:****How much does HAYGAIN cost to run?**

The running costs are minimal and you will use considerably less water compared to soaking. The Steam Generator uses just 1.5kW of electricity per hour.

Electricity costs vary between utility companies but typically are between 7-18p per kW/hour. In order to work out exactly how much it costs you, check your electricity bill to see how many pence per kW/hour your rate is and then multiply that number by 1.5(kW) to give you the electricity cost per hour.

*For example: if you are paying 10 pence per kW/hour, it will cost 15p per hour (the average cycle time is 50 minutes).*

**How long does it take to process the hay?**

The minimum cycle time is 50 minutes but you can steam for longer (up to a maximum of 90 minutes).

**Does the outside of the Hay Bag get hot?**

No. All of the HAYGAIN range is made from composite materials with highly efficient thermal properties so although the inside of the Hay Bag can reach over 100°C, the outside is only warm to touch. Therefore HAYGAIN Hay Steamers are environmentally friendly and energy saving.

**Once steamed, how long before I can feed the hay and how long does it last?**

The hay is very hot when you first take it out and it should be handled with care. However it cools very quickly once it is in the air and the steamed hay can be fed immediately. It is best fed while it is warm and steamy and most horses prefer it like this. Otherwise it should be used within 24 hours. If steaming hay nets, the hay in the centre of the net will remain hot for quite some time. This is because the central hay in the net is insulated by the hay surrounding it. In our experience horses are very happy to eat from the net when there is still steam coming out of it.

**What is the difference between soaking, and steaming in a HAYGAIN?**

Soaking hay will dampen the spores down so they are less likely to be inhaled. Soaking, however, has also been shown to increase the bacterial content in hay. With HAYGAIN steaming, the combination of the heat and the moisture actually kills the mould spores and bacteria so the risk is completely eliminated.

**Will my horse like it?**

The hay comes out of the HAYGAIN looking and feeling like life has been breathed back into it! It is warm and sweet smelling. Most horses LOVE it and find it more palatable than dry or soaked hay. Palatability trials at the Royal Agricultural College and Writtle College both concluded that steamed hay, once tasted, was the preferred choice. It is often used as an effective way to encourage fussy eaters and recovering post-op horses in Veterinary Hospitals. However, horses are individuals and we have come across the odd one that is initially sceptical about the steamed hay and appears not to like it simply because it is different. If this is the case you can try the following to encourage them to taste it:

- Mix it with their normal forage for a few days. This should be done anyway to allow the horse's digestive system to adapt to the new forage particularly if changing from haylage to hay.
- Feed the steamed hay cold.
- Sprinkle water on top of the hay prior to steaming. This will give a "wetter" steam and often works well for horses that are used to soaked hay.

**How much water will be used?**

The hay will absorb the steam/water and therefore hydrate it. This brings the hay back towards its original moisture content that is approximately 15+% of its original weight. However the hay is neither soggy nor heavy. About 4L of water is processed per bale and a residue of, on average, a teacup of water (condensed steam) remains from each steam cycle. If steaming hay nets or very light/loose bales you may get slightly more water residue at the end of the cycle.

**What is the company background?**

The Propress Group has been in business for 30 years and is a worldwide leader in high quality, professional steam appliances. We have supplied International and High Street names for years from large department stores to charity shops and hotels, as well as hundreds of thousands of independent customers. Our back up and after sales service is unparalleled.

## 11. Appendix

Diagram (i): Multi-layer Construction

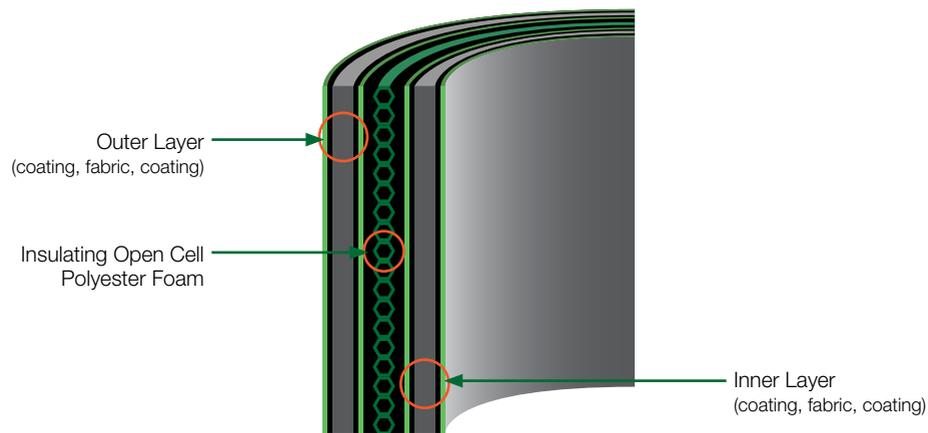


Diagram (ii): HG-GO Hay Bag

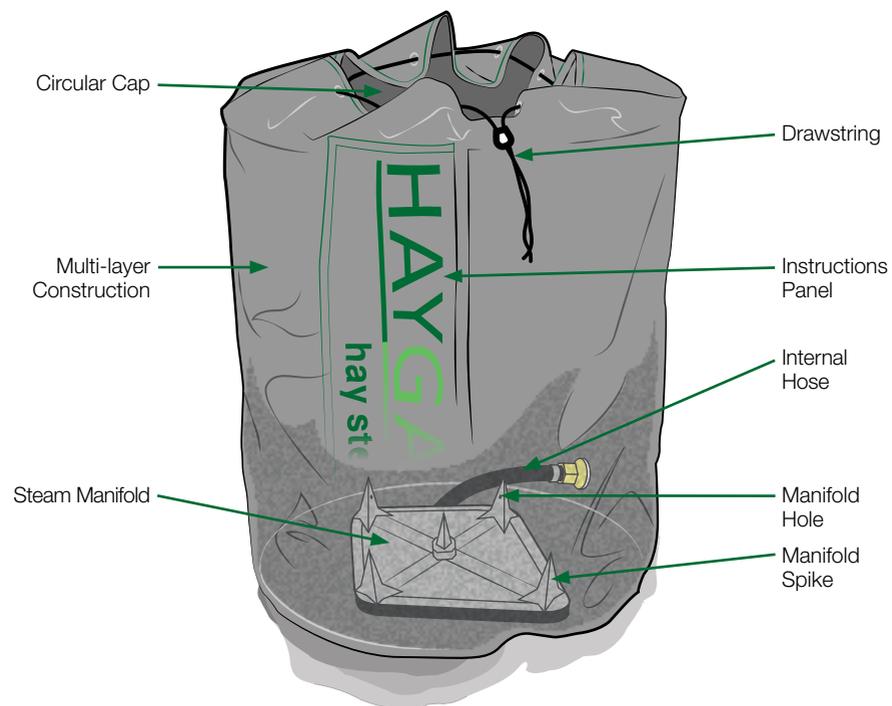
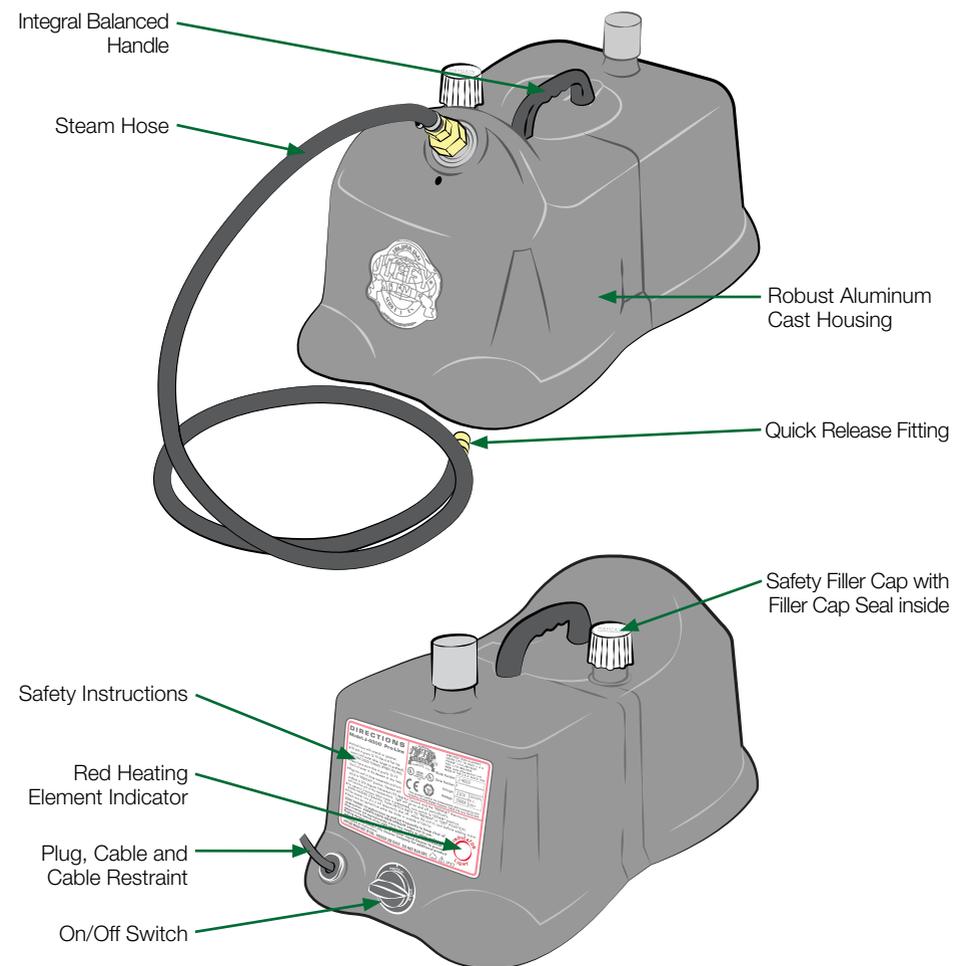


Diagram (iii): Steam Generator





## Memo

If you have any questions or comments relating to your HAYGAIN®, please contact the HAYGAIN Customer Care Team.

Tel: +44 (0)333 200 5233

Fax: +44 (0)333 200 5244

Email: [info@haygain.com](mailto:info@haygain.com)

[www.haygain.com](http://www.haygain.com)

Head Office: HAYGAIN Ltd., The Stables, Bockhampton Manor Farm,  
Lambourn, Berkshire, RG17 7LX

# HAYGAIN<sup>®</sup>

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## hay steamers

Record your HAYGAIN<sup>®</sup> Hay Steamer serial number and purchase date here for future reference.

Serial Number: .....

Date of Purchase: .....

Date of Delivery: .....

Your HAYGAIN<sup>®</sup> Steam Generator and Hay Bag are covered by a 12 month HAYGAIN Guarantee.

Customer Helpline: **+44 (0)333 200 5233** | [www.haygain.com](http://www.haygain.com)