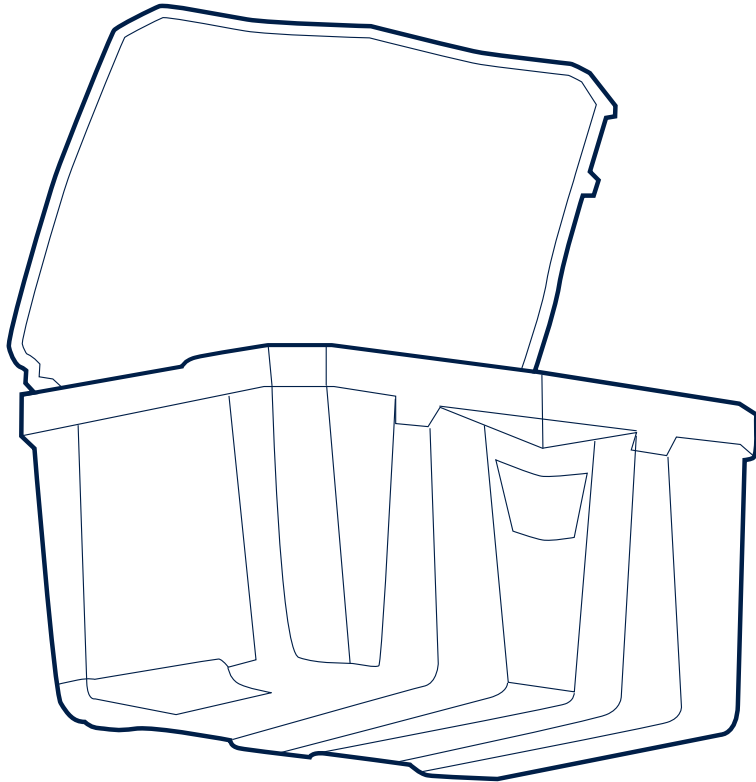


USER MANUAL

# 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 +49 (0) 2261/816260 or write us at [hallo@NUVEQ.com](mailto: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 96% bacteria & spores**  
and binds respirable  
dust particles



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



**30kg - 35kg**  
capacity



**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.

**User manual online**  
Instructions on how to steam properly:  
[NUVEQ.com/usermanual](https://nuveq.com/usermanual)



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

**1. A sturdy 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 down on it that's heavy or rough. A box should be able to withstand all that.

**2. There is no such thing as running hot.**

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.

**3. Descaling is not necessary.**

An extra step you can save when steaming hay with NUVEQ®.

**4. Faster up to steaming temperature.**

By heating small amounts of water, the NUVEQ® reaches 100°C degrees very quickly, saving a lot of time during the first steaming process and a lot of electricity too.

**5. Steamed hay all around.**

Our 4D steaming system ensures that there are no cold or unsteamed areas.

**6. How is the hay usually steamed?**

Often it's not square bales that are steamed, but hay in nets or loose hay. The NUVEQ® hay steamer accommodates all these options.

**7. Quick and easy cleaning.**

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

**8. Effective.**

Eliminating the cause of coughing is much more effective than just treating the symptoms. Get to the root of the problem!

# 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 steamers 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.

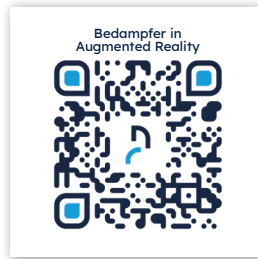
The NUVEQ® steaming system only heats small amounts of water at a time, steam begins to enter the box within just a few minutes. Steaming will be finished faster and you'll also save on electricity.

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

The NUVEQ® steam generator (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



You can find the steamer's serial number on the box (example: 00002487).  
The box's serial number is located on the underside (example: H600051230001).

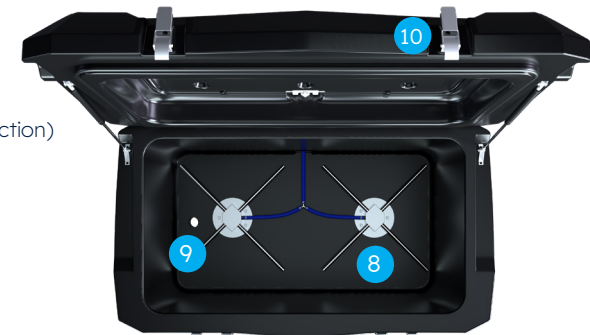


Make sure that all the components in the list above have been supplied complete.  
ATTENTION: The steam generator is an electrical appliance. Therefore, check that the generator, cable and plug are intact when you receive the delivery. If you are missing an element / if there is a defect, contact [hello@NUVEQ.co.uk](mailto:hello@NUVEQ.co.uk) within 7 working days of receiving the delivery.

The NUVEQ® 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



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

The NUVEQ® 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 NUVEQ® 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





## 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.

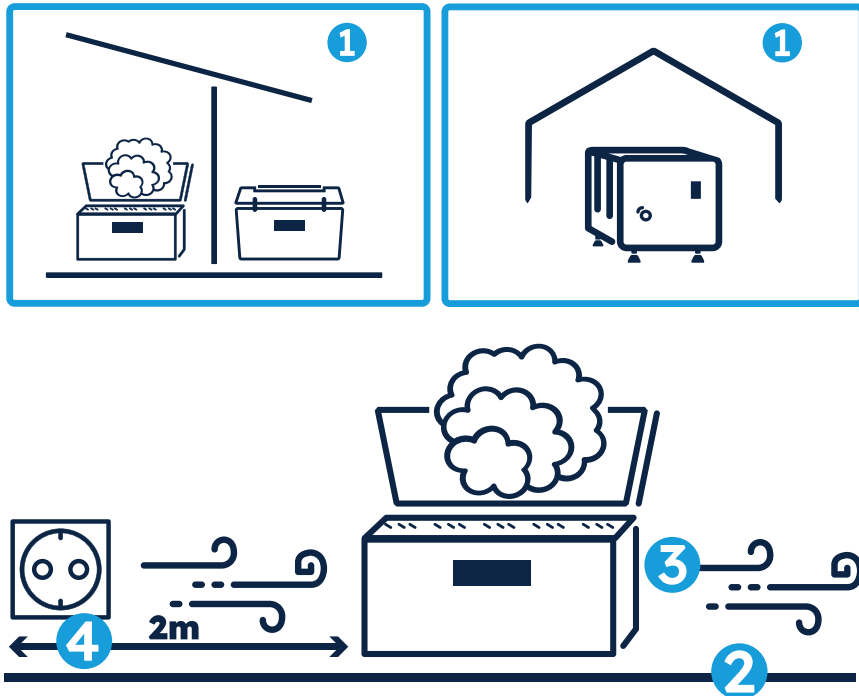
**Lock the wheels:** To prevent the box from rolling away, you can secure the two lockable wheels by pressing down on the lever. When you need to move the box, simply push the lever up to release the wheels.



### 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 16 - Electrical requirements before switching on for the first time.

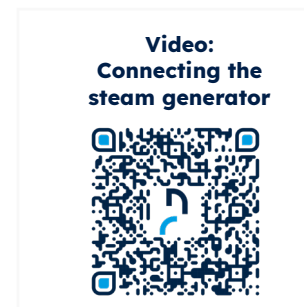


#### Connecting the steam generator to the hay box - here's how

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

#### 1. Electrical requirements

**Pro Steamer** 3,2 kW

**Eco Steamer** 1,45 kW

220 - 240V AC, normal 16 amp socket

**Plus Steamer** 6,4 kW

400V AC, Starkstrom Steckdose mit 32 Ampere

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 3.2 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 14-16).
-  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 21).
2. **Connect the hay box to the steam generator** (see page 22).
3. **Start the steaming process** (read more on page 22).
4. **Steam according to the table** (more on page 23).
5. **Remove and feed the roughage** (more on page 24).

On pages 26 and 27 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.

### 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

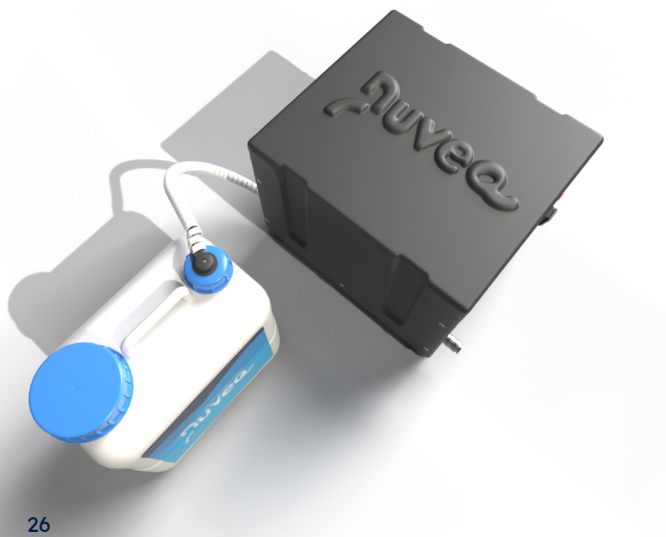
### Operating the steam generator

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.**



#### 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 15).
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.<sup>1</sup>

#### Does steaming affect the sugar content of hay?

The sugar content changes only marginally through steaming.<sup>2</sup>

#### 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.<sup>3</sup> Results from a 2015 study show no differences in crude protein content between untreated and steamed hay.<sup>1</sup> 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.<sup>4</sup>

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.

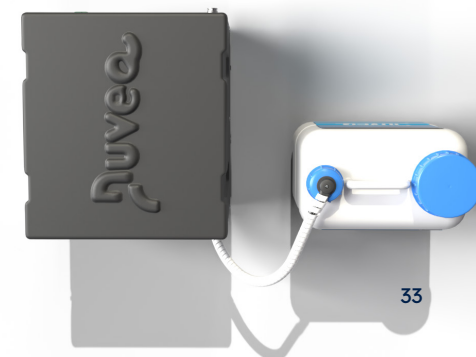
### Cleaning the steam generator

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 15).
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

### 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:

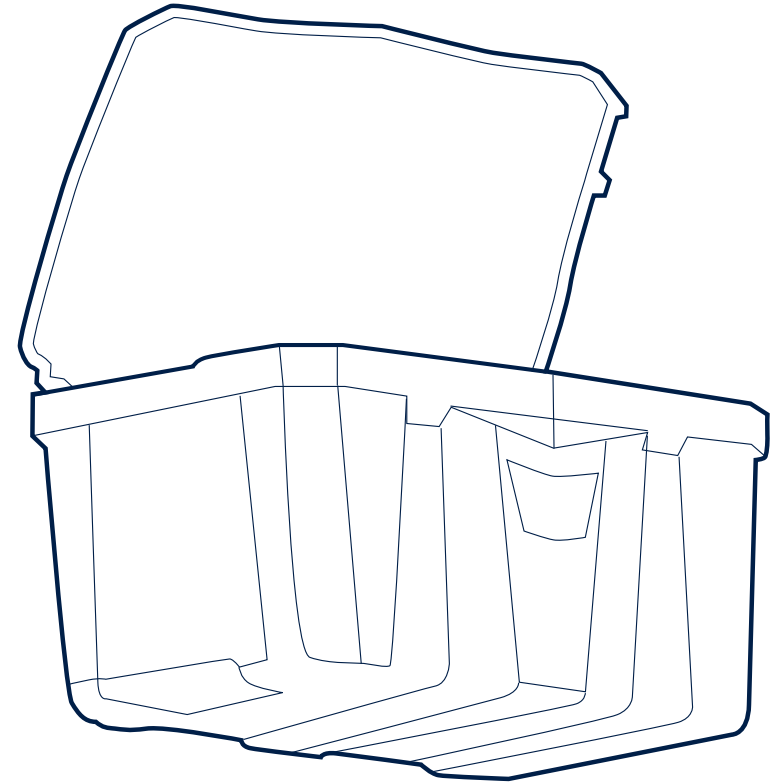
1. **Unplug the cable from the socket and roll it up.**
2. **Empty the steam generator** (see page 33).
3. **Empty the water canister.**
4. **Store the steam generator** in a warm, dry place that is protected from moisture.
5. **If you want to use it again**, first check that neither the plug nor the 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 32.
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](https://fs-animal-health.com/heubedampfer-faq)

Error	Possible cause / remedy
<b>The steam generator does not switch on.</b>	The appliance is not supplied with power. Connect the steam generator to a working socket.
<b>The steam generator beeps.</b>	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.
<b>The steam generator no longer heats.</b>	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.
<b>No steam escapes from the hose.</b>	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
<b>The hay is steamed in some places and not in others.</b>	The steam distributor or hoses may be clogged (by hay residue, condensation or ice). See Cleaning on page 26 and <b>Working in sub-zero temperatures</b> 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.
<b>Steaming takes a long time or the hay is not completely steamed.</b>	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 <b>Electrical requirements</b> 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.
<b>The socket is burnt.</b>	The power line may not meet the <b>Electrical Requirements</b> 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](mailto: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/warranty](https://NUVEQ.com/warranty).

### AGBs

You can find our general terms and conditions at [fs-animal-health.com/agb](https://fs-animal-health.com/agb)

### Data protection

You can find detailed information on the subject of data protection in our data protection declaration. [NUVEQ.com/privacy](https://NUVEQ.com/privacy)

### 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

View AR NUVEQ



More info on: NUVEQ.com



## 9. LANGUAGES



DEUTSCH



ENGLISH



NEDERLANDS



ESPAÑOL



ITALIANO



FRANCAIS

health and vitality

