

## **HAY STEAMER PROBLEM SOLVING GUIDE**

Before contacting Stem'n'Easy service for technical advice please run through the following checklist.

Please note - Returned items:- A charge will be made if the steam generator or connecting parts are found to be working or have not been maintained in conjunction with our guidelines for maintenance.

Should you decide that none of the reasons below applies to the problem you are experiencing then please contact us for further information.

The Steam'n'Easy Hay Steamer is a fit for purpose working unit made up of made to measure fittings with specialist parts that need to be maintained, to prolong optimum working order, if you misuse or do not keep your equipment in a maintained state you will shorten its working lifespan or void its warranty.

**Q. - Steam generator is leaking steam from the safety valve or no steam is getting to the wheelie bin**

**A.** Your hose is blocked with hay sludge and debris from pooling inside of the wheelie bin. This type of blockage is caused by allowing the inside of the wheelie bin to fill with waste water above the steam inlet. This will create back flow into the hose when connected, drawing back hay debris into the hose. This debris then blocks the quick release internal valve spring and causes a build-up of pressure which will release the yellow safety valve on the steam generator.

**Solution:-** A steam hose Flushing Adaptor is required for cleaning the quick release valve, the adaptor must be inserted on to the metal attachment at the end of the hose and flushed with water from a garden hose pipe. These adaptors can be purchased from us via our website.

**Q. - My steam generator keeps switching itself off before it reaches boiling point so it is not steaming my hay.**

**A.** The element inside the water tank needs to be de-scaled regularly, the frequency of which can only be decided by the user who is familiar with their own water supply. A build up of lime scale causes the heating element to become super hot causing the thermal protection device to turn itself the off.

**Solution:-** Your hay steamer arrived with care instructions and a free sachet of Oust scale remover. Please use it!

**Q. - Why does the element get covered in lime scale? I live in a hard water area but my steamer needs to be de-scaled more than my kettle, why is this?**

**A.** Your steam generator is not the same as a kettle as it does not reach boiling point and then switch off, it maintains boiling temperature for the duration of its use. This is how the steam is produced constantly. The generator runs for approx 30-40 minutes every time you run a steam cycle so there is far more usage than a kettle. Whilst the generator is at steaming point for this prolonged length of time, it continuously draws the additives from the water which is attracted to the heating element in time this will build up. The best water to use is distilled as it contains no impurities. Thus when using tap water it has to be regularly descaled depending on where you are in the country depends on how hard or soft your water content is.

**Solution:-** Keep a close check on the condition of the element and de-scale when necessary

**Q. - My steam generator keeps tripping my electricity.**

**A.** This could be either, you have allowed to boil dry or allowed scale to build up on the heating element, when the element is covered with lime scale it causes the element to become super hot and burn out or it has not been used on a level surface so exposing part of the heating element above water level. For both scenarios the generator will trip the electric supply and is unrepairable.

**This is classed as a user error and is not covered under your warranty.**

**Solution:-** A replacement generator can be purchased from us via our website.

**Please be advised, our policy is to have faulty equipment returned back to us first before we replace, this is so we can check and test the equipment, any equipment that is returned in a poor or unmaintained state will be deemed as user error and will void your warranty either a replacement or cleaning charge will be incurred.**