

30 November 2023

## Frequently asked questions (FAQs)

### 1. What batches were affected?

A limited number of product batches were affected. Within these batches an uncharacteristic musty smell was identified. The bags affected were from batch 230926. We have identified the issue and this is related to the manufacturing process as well as storage of the product during transportation. Fortunately, this has been isolated, with only several bags being affected so far. Nevertheless, if you have any concerns about your purchased product, please do not hesitate to reach out to our customer support team for assistance.

### 2. Are these batches being recalled?

No, these batches are not being recalled; however we have halted further shipments from this batch and will gladly replace any stock within this batch you currently have.

### 3. Is it safe to feed Fixine to horses if it has an uncharacteristic smell?

While an uncharacteristic smell might be unusual, it is important to note that horses, like all animals, can be sensitive to changes in their feed. We recommend refraining from feeding any product that exhibits an unusual smell to your horse as a precautionary measure. Your horse's health is crucial, and if you notice any changes or have concerns about the product, please contact our customer support team for guidance and a replacement if needed.

### 4. How is the company addressing the quality issue with the current batches?

We are taking proactive measures by replacing affected products free of charge and isolating the specific batch responsible while expediting the production of our new and improved Fixine formulation.

### 5. How do I identify if my previously purchased product is part of the affected batch?

If you notice any unusual smell or quality issue in your purchased product, please contact us immediately for a replacement or further guidance.

**6. What enhancements does the new Fixine formulation offer compared to the previous version?**

The updated Fixine continues to focus on maintaining your horse's body condition and boosting their immune system, just like before. Additionally, this new formulation provides extended shelf life and improved support during times of stress, gut, or intestinal issues, ensuring optimal assistance for your equine companion's well-being.

**7. Will there be any changes in the product's form or its integration into my horse's diet?**

No, the product will still be available in its convenient powder form and can be seamlessly integrated into your horse's diet. It can be blended with other dry feed, maintaining the same feeding rates to ensure your horse's comfort and well-being remain consistent.

**8. What ingredients are in the new formula?**

We have enjoyed a longstanding partnership with respected industry leaders Kemin Industries and Diamond V, spanning many years in the dairy nutrition sector. Together, we have meticulously formulated this enhanced version of Fixine, leveraging scientifically proven ingredients. The new formula features NZ zeolite in the form of Optimate™ ACVM Registration Number A011800, Diamond V® XPC Postbiotic *Saccharomyces cerevisiae*, Kemin CLOSTAT® *Bacillus subtilis* PB6 and Encapsulated Butyric Acid. This collaboration solidifies our commitment to providing exceptional support for your horse's health and well-being.

**9. What is the shelf life of the new formula?**

The new shelf life of Fixine is 12 months from the date of manufacture.

**10. When can I expect to receive the replacement or my backordered product?**

If you have any concerns about your purchased product, we will replace it. Please reach out to our customer support team for assistance. If you have product on backorder, you will receive the new and improved formula, which will be dispatched promptly in the coming weeks. You will have the opportunity to experience the advantages of the updated version before many others.

**11. How will the new product formulation benefit my horse?**

The enhanced formula maintains the same performance benefits while extending the product's shelf life and offering improved protection during transportation.



**12. Will there be any changes in how the product is used or incorporated into my horse's diet?**

No, the usage instructions and feeding rates for the new formula remain unchanged, allowing for easy integration with your horse's feed.

**13. Can I be assured that the updated product will maintain the same effectiveness for my horse's health?**

Yes, the new formulation retains the same performance benefits, ensuring continued support for your horse's well-being and immune system.

**14. Will there be any price changes or additional costs associated with the updated product?**

No, the updated product comes at the same price, and there are no additional costs for the enhanced formula.

**15. How can I reach customer support if I have further questions or concerns?**

You can contact our customer support team (in Australia) at [charline@cananimalcare.com.au](mailto:charline@cananimalcare.com.au) or call 0438 626 932 for any assistance or clarification regarding the product update or quality assurance measures.

**16. Will there be any changes to the packaging of the updated Fixine?**

Yes, as part of the product enhancement, there will be minor changes to the existing Fixine packaging to reflect the new and improved formula and country specific requirements. Please look out for the 'Improved Formulation' sticker on the front of the bag.

Originally planned for release next year, we have accelerated the launch to enhance your overall product experience. In the meantime, we have new branded packaging on its way and we hope to be using this packaging early 2024.

**17. Fixine held BioGro certification. Does the new formulation maintain this certification?**

No, the certification for BioGro is no longer applicable to the updated Fixine formulation. However, while the certification has changed, our commitment to quality and ensuring the highest standards for our products remains unwavering. BioGro will include a notification about this in their monthly e-news and as a bulletin on the BioGro portal to notify all licensees and mitigate any risk of an operator using non-compliant product and compromising their organic status.



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**MINERALS**

If you have any concerns about your purchased product, please do not hesitate to reach out to our customer support team for assistance.

Customer Service New Zealand

Email [orders@bpmnz.co.nz](mailto:orders@bpmnz.co.nz) Free phone 0800 678 444

Customer Service Australia

Email [charline@cananimalcare.com.au](mailto:charline@cananimalcare.com.au) Phone 0438 626 932