

## FIXINE FOR EQUINE

### Frequently asked questions (FAQs) – 23 November 2023

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

The updated Fixine maintains its 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 horse's health and well-being. For technical information on the ingredients please visit our website [here](#).

**2. 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.

**3. 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 New Zealand zeolite in the form of Optimate™ ACVM registration number A011800, Diamond V® XPC postbiotic *saccharomyces cerevisiae*, Kemin CLOSTAT® *bacillus subtilis* PB6 and ButiPEARL™ encapsulated butyric acid. This collaboration solidifies our commitment to providing exceptional support for your horse's health and well-being.

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

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

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

If you have any previously purchased Fixine with the older formulation and prefer the new and improved formula, we will happily exchange it for you. Please contact [orders@bpmnz.co.nz](mailto:orders@bpmnz.co.nz) for replacement orders. If you have Fixine on back order, product will be dispatched promptly next week. You will have the opportunity to experience the advantages of the updated version before many others.

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

The enhanced formula maintains the same performance benefits while extending the product's shelf life to 12 months.

**7. 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.

**8. 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.

**9. 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.

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

You can contact our customer support team at [orders@bpmnz.co.nz](mailto:orders@bpmnz.co.nz) or freephone 0800 678 444.

**11. 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. 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.

**12. Previously, 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.

**Customer Service**

Email [orders@bpmnz.co.nz](mailto:orders@bpmnz.co.nz)

Free phone 0800 678 444

