

Frequently Asked Questions (Updated 2019-09)

The FAQ are ranked by topic. If your question is not listed, email info@champrix.nl or send a WhatsApp message to +31625385470.

1. Sign up / login

Q: I do not have an email address. Can I still sign up?

A: No, it is mandatory to have an email address.

Q: I did not receive an email with my password.

A: Check the spam box of your email.

Q: I would like to login, but forgot my password. How do I login?

A: No problem, you can click 'Forgot password' on the login page. An email will be sent with a link for a new password.

Q: I would like to change my email address.

A: Email info@champrix.nl with your account details.

Q: How can I change my settings or personal information?

A: To change your settings, you have to login using your email address and password. You can access the app menu by tapping the menu at the top right of the screen, 'the three stripes'. In the menu you will find your personal information under 'my profile'. Here you can review and/or change your personal information, change your password or log out from your account.

Q: Why is ChampOptimiser not available in my country?

A: To ensure quality of the recipes of local ingredients we take one country at the time. Email info@champrix.nl for more information or ask your local dealer.

Q: Is ChampOptimiser available in my language?

A: ChampOptimiser is currently only available in English. More languages will be added later.

2. Choose your animal type

Q: My animal (pig, cow, tilapia, goat, etc.) is not listed. Could you add those?

A: We are currently only focusing on chickens. More animal types will be added later.

3. Select all available ingredients

Q: My ingredient is not listed.

A: Email info@champrix.nl to request your ingredient.

Q: Where can I find the specifications of the ingredients

A: You can find them in the info sheet 'Ingredients'.

Q: Why do I need to select at least one energy source?

A: Without a stable high quality energy source such as maize it is almost impossible to create animal feed.

Q: Why do I need to select at least one premix / concentrate?

A: The premix/concentrate contains all essential vitamins and minerals necessary for the animal feed.

4. Set your current price per kilogram for your ingredients

Q: What currency should I use?

A: The currency does not matter, as long as you use the same currency for all ingredients.

Q: I do not know my price per kilogram.

A: Ask your local dealer about the prices.

Q: How do I value my own products (i.e. maize)?

A: Ask your local dealer for the current price (of maize) on the market, use this price (for maize).

5. Your recipe

Q: Can I change my quantity?

A: Yes, you can select any quantity you prefer in steps of 50 kg.

Q: Why does 'optimal' and 'high performance' not work?

A: If you select more high quality ingredients in step two then you may be able to get a recipe.

Q: Where can I find my recipes?

A: All your recipes are saved under the app menu 'Saved recipes'.

Q: How can I change a recipe?

A: You can change your recipe at the app menu 'Create new recipe'. The information that was used for your last recipe has been saved, so you do not have to fill in all the information again.

Q: How can I share or print the recipe?

A: There are several ways:

1) If you are at the last step, click calculate to create your recipe. At the bottom at this page you can choose to 'save recipe' or 'mail recipe'.

2) All your recipes are saved under the app menu 'Saved recipes'. Tap the arrow to download the recipe as a PDF-file. When you tap the paper plane you get asked to fill in the email address to which you would like to send the recipe.

Q: How can I delete a recipe?

A: All your recipes are saved under the app menu 'Saved recipes'. Tap the little x that is next to each saved recipe. You will be asked to confirm that you would like to delete the recipe.

Q: My question is not listed.

A: If your question is not listed, email info@champrix.nl or send a WhatsApp message to +31625385470.