



BIOSIL™

I am confused by the label of BioSil™ capsules. Shouldn't one capsule be equivalent to 6mg of ch-OSA®, not 624mg as indicated?

Each capsule contains 624mg of ch-OSA beadlets which in turn contains 6mg of silicon. Each drop of BioSil liquid contains 1mg silicon. Thus one capsule (6mg silicon) is equivalent to 6 drops of BioSil liquid.

I have a new bottle of BioSil™ 30ml and it states that I should take 5 drops, twice a day. My old bottle said 6-10 drops once per day. Which is right?

Either way is fine - you should take up to ten drops per day, in whichever method suits you the best.

The leaflet in my BioSil™ box states: Take 5 drops two times per day. However, the bottom chart on the side of the box states 6 drops per day. Which is correct for improving bone mineral density?

After over \$12.5 million in research and development of BioSil™ ch-OSA®, clinical trials and studies have shown that 6 drops per day is the correct dose for long term bone health. Taking higher doses does not appear to yield better results with regards to bones, however increasing the dose to 5 drops twice daily provides significantly more dynamic & quicker results for hair, skin and nails. So the recommendation of 6 drops per day is for bone mineral density and 10 drops per day is for BioSil's full range of benefits.

Why does BioSil™ have such a strong fishy smell and sometimes taste?

It is the choline in BioSil that has the characteristic "fishy" smell. The choline however is NOT derived from fish (or other animals). BioSil is free of common allergens and is suitable for vegetarians (even vegans). Choline is the ideal stabilizer and transporter for OSA, plus it's essential for building cells. It is an anti-inflammatory and antioxidant, and offers protection against homocysteine mediated breakdown of collagen (homocysteine damages collagen and choline tames homocysteine).

What is choline?

Choline is an "amine" like compound, containing a central nitrogen atom. All amines are known to have an unpleasant, fishy odour and taste. Choline is an essential part to how BioSil ch-OSA works - not only does the choline stabilize OSA, it also helps transport OSA into cells where it triggers the biological pathways that produce collagen. In addition, choline is critical for cell formation, cellular communication plus it also prevents homocysteine from damaging collagen once it is formed.

How much choline is in BioSil™?

A Preferred Nutrition BioSil capsule contains 120mg of elemental choline. One capsule of BioSil contains the equivalent of 6 drops of liquid BioSil - therefore there is 20mg of elemental choline in 1 drop of BioSil.



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I want to take your BioSil™ in liquid form, but I am Diabetic and can't take it in juice. Can I use water instead?

Of course! Juice is just our recommendation to help hide the taste of the liquid form of BioSil. You can take it in water, or even straight if you prefer.

I heard that it is better to take BioSil™ with food? Is this correct?

With regards to taking BioSil with or without food - the choice is entirely up to you. It does not require to be taken with a meal for better absorption, nor does it need to be taken on an empty stomach to be effective. As long as a person is taking the product consistently, then results will be seen.

Where does BioSil™ go once it has been ingested?

BioSil is readily absorbed in the small intestine. It's transported through the bloodstream to its 'target cells' (ie/fibroblasts in the skin, osteoblasts in bones and chondroblasts in joints), where orthosilicic acid activates the enzymes required to make collagen and to the liver where it helps the body make proline (a building block of collagen). Orthosilicic acid, whether from the diet or from BioSil, is removed from the body via the kidneys.

Do you know of any side effects or interaction problems with BioSil™?

Over \$12.5 million has been spent researching and developing "choline-stabilized orthosilicic acid (ch-OSA), the active compound in BioSil. Both the safety and the efficacy of ch-OSA was confirmed in rigorous pre-clinical and clinical studies, conducted by independent research teams at several universities. Many of these studies have been published in top medical journals. In these clinic trials there were no side effects reported which were related to ch-OSA®. At present, there are no indications that BioSil interacts with other dietary supplements or drugs.

How long can a person be on BioSil™? Are there toxicity issues for long term use?

After more than 15 years and over \$12.5 million invested in BioSil research & development, studies have shown that BioSil is perfectly safe to take on an ongoing basis. There are no long term stability concerns for BioSil when taken as directed (two capsules or 10 drops per day). BioSil is a complex that contains two nutrients found in foods that are required by the body - choline and orthosilicic acid. Human bodies require orthosilicic acid to produce collagen and if we want to make collagen on a daily basis - then it is prudent to supplement with BioSil on an ongoing, regular basis.

Can't I just apply BioSil™ topically?

BioSil is intended to be taken orally. We advise against taking this product topically for a few reasons:

1/ The concentrated drops have a very low pH (and as indicated on the bottle, it is very important to keep the liquid away from the eyes).

2/ There are no studies performed on topical application.

3/ Taking BioSil orally stimulates collagen production globally throughout the body whereas topical application would be more limiting.

4/ Topical application may leave a choline odour on the skin (however taking the product orally does not cause any odours).

What is "orthosilicic acid"?

It is the only bio-available (readily usable by the body) form of silicon. Orthosilicic acid is absorbed directly through the gastrointestinal wall and distributed through the body in the bloodstream.



Can men take BioSil™?

BioSil™ is effective for both men and women. Choline-stabilized orthosilicic acid (ch-OSA®) works primarily by activating the biological pathways responsible for generating collagen. The physiological processes activated by ch-OSA® are the same in both men and women. Ch-OSA® also helps protect collagen from being damaged by homocysteine, the same way in both men and women. Collagen is formed in the same manner by both sexes. The difference between the sexes mostly relates to the amount of collagen in skin, bones, joints and when the signs of collagen loss become visible. Men start with more collagen, and that is one of the reasons why the signs of aging take longer to be visible in men compared to women. Men's collagen loss is linear (even) throughout their life; whereas women generally lose less collagen per year than men until about the age 50. After 50 (i.e. post-menopausal) women's collagen levels do drop dramatically. Although the signs of aging on hair, skin, nails, bones and joints become apparent at different times on both men and women, the major underlying cause is the same – collagen loss. In a recent clinical study (eular - June 11-14, 2014), men saw significant improvement in knee pain in 12 weeks, taking either 5 BioSil drops twice daily (10 drops/day) or 1 BioSil capsule twice daily (2 caps/day). The study demonstrated that ch-OSA reduced pain and stiffness and improved physical function after 12 weeks of treatment in men with symptomatic knee osteoarthritis (cartilage degradation).

Oops!! I received my BioSil™ (liquid) order in the mail from my online health food store, but it sat overnight in winter cold temperatures in the mailbox! Can I still use it?

Yes, you can - our studies show that even at -20 degrees C (-4 degrees F) BioSil remains perfectly fine. Please note that BioSil liquid is not a crystal clear product - it is slightly opaque (or cloudier) than water, and it is a little thicker than most liquid beverages.

I have a bottle of BioSil™ liquid, and on the box has a caution "PROTECT FROM LIGHT AND MOISTURE". What type of light?

In this case, the reference is being made to prolonged direct sunlight and/or a high-intensity artificial light coming from a high wattage light bulb in very close vicinity to the product - a type of light that could significantly raise the temperature of the liquid above 15-30 degrees Celsius. Short periods of exposure to higher temperatures will not likely cause a problem, but long term exposure will cause the product to become unstable. Storing BioSil on a kitchen counter or in a kitchen cabinet (not next to or above the stove) should be fine. Rest assured, BioSil's stability is well researched and BioSil has been proven stable in most normal everyday environments.

How long does a bottle of BioSil™ last? How long before I can expect to see results?

When taking the clinically proven dose (10 drops/day or 2 caps/day), each 30ml bottle contains a 60-day/2-month supply, each 15ml bottle contains a 30-day/1-month supply, each bottle of 45 capsules contains a 22.5-day supply, each bottle of 90 capsules contains a 45-day supply and each bottle of 120 capsules contains a 60-day/2 month supply. Some people do report improvements to nails and hair in a short period of time, but most people will need to be taking the product for at least 4 months before seeing what BioSil™ is capable of doing for them.

How does BioSil™ help my hair?

There are 3 ways that BioSil is able to help strengthen hair:

1/ ch-OSA increases the size of hair formation sites (dermal papilla). A larger dermal papilla creates thicker hair.

2/ by increasing collagen in the dermis around the dermal papilla and in blood vessels, ch-OSA can increase the blood flow to the hair, ensuring an abundant supply of growth-rich nutrients to the hair.

3/ ch-OSA stimulates the production and quality of keratin, the protein that makes up 97% of our hair. BioSil hair claims are based on the Wicket et.al Hair study and the Barel et.al Skin/Hair/Nail study.



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How does BioSil™ help my nails?

There are 3 different ways that BioSil improves nail health:

1/ the nail formation site is called the 'nail matrix', and the matrix generally gets smaller as people grow older. BioSil stimulates collagen production in the nail matrix and increases its size, so the bigger the nail matrix, the thicker and stronger the nail plate.

2/ increasing collagen production in the skin improves microcirculation, which results in better blood flow, and better nutrient delivery, to the nail matrix.

3/ studies have shown that BioSil is directly activating and supporting the enzymes that make keratin, the protein that makes up 97% of our nails.

Can I take BioSil™ when I am pregnant?

BioSil supplementation has not been studied in pregnant or lactating women. Although there is no evidence suggesting BioSil supplementation is a risk during pregnancy, **because of the** absence of factual information, BioSil ch-OSA shouldn't be used during pregnancy or while breast-feeding unless advised by a qualified health care professional.

Can BioSil™ be taken by children?

BioSil has not been studied in children. Although there is no evidence suggesting BioSil supplementation is a risk for children, because of the absence of factual information, BioSil shouldn't be given to children under the age of 7 unless advised by a qualified health care professional.

Is BioSil™ gluten free?

Yes, we can confirm that BioSil (both liquid and capsules) is gluten free. Because BioSil is a 3rd party product (arrives as a finished product to our manufacturing facility and then is packaged in Canada) we can confirm that yes it is gluten free, and there is no possibility of cross-contamination during the manufacturing process.

Is BioSil GMO free?

Yes, we have received confirmation that BioSil (both liquid and capsules) is free of any genetically modified organisms.

Do all of your products have an NPN?

Yes, all of our products have been issued a Natural Product Number (NPN) by Health Canada – these numbers do appear on our labels. Further Natural Health Product criteria and information can be found on the Health Canada website www.hc-sc.gc.ca Under the Food and Drugs Act items that are considered a food – for example, our protein powders and herbal teas – do not require an NPN.

Are your capsules GMO free?

Yes, our vegetarian capsule shells, our gelatin capsule shells and our softgel shells are all non-GMO.

Are your products GMO free?

Confirmation for many products has been listed separately as to whether or not GMOs are present in the formula or if any ingredients have come from a genetically modified source. If nothing is indicated on the FAQs then we are still in the process of having testing done and the product information will be updated once complete. This information will be updated on our website, as well as on our product information sheets and on our labels. This will be done as quickly as possible and on a product-by-product basis.



Where do you source your products from?

All of our products are manufactured at a GMP facility certified by Health Canada. All raw materials come in and are tested for purity, safety and potency. If they do not meet our standards they are rejected and sent back or destroyed. We use the highest quality ingredients available. Many of our products contain proprietary patented ingredients that have been clinically researched. We also use organic whenever we can.

Why have your cautions and your recommended/suggested usages changed so dramatically on many of your labels?

The changes you are noticing to our suggested usage and cautionary statements have been at the directive of Health Canada. There have been many regulatory changes with regards to Natural Health Products causing companies to change their labels accordingly. We update our website, product information sheets and labels on the actual products to reflect these regulations as quickly as we possibly can. Health Canada and the industry representing natural health products act according to the interest of consumers and their safety. As a result, if there is any concern with an existing condition, a caution is added to advise the consumer to seek out feedback from their Health Care professional.

Will this product help me lose weight?

There is no such thing as a "magic" pill or product - the only way to succeed (and maintain) true weight loss is by adopting a healthy lifestyle combining adequate exercise and proper nutrition. If you are concerned about poor eating habits or cravings, then we recommend you seek advice from a Nutritionist or Naturopath to obtain some guidance on healthy eating, as well as to investigate possible underlying (or undiagnosed) hormonal imbalances, which can make it harder to lose weight. You might also want to consider speaking with a personal trainer to help you discover a fun fitness program that you enjoy - because, no matter what, in order to achieve and maintain any type of weight loss, exercise is required. Our vitamins and supplements are designed to help you in your quest to a daily, healthy lifestyle, however it also requires effort on your part.

Are any of your products tested on animals?

No, there is no animal testing on any of our products.

Are your products gluten free?

Confirmation for many products has been listed separately as to whether or not gluten is added and/or present in the formula. If nothing is indicated on the FAQs then we are in the process of having gluten testing done and the product information will be updated once complete. Please be advised however that our manufacturing facility is NOT a gluten free facility.

Are your products peanut free?

Following compliance with food regulations, in order to make a negative claim such as "peanut free", it would be necessary to insure a zero tolerance of any peanut traces, including the possibility of cross contamination. Although our manufacturing facility has a policy in place for allergen control, there is no specific policy for peanuts, nor is there a specific "no peanut agreement" with our raw material suppliers.

Can your products be used after the expiry date has passed?

Supplements generally keep their potency long after the expiry date. There is certainly no safety issues with consuming after the expiry date has passed however the potency degrades over longer periods of time.

If a product does not specify "vegetarian capsule", then what is it made from?

These capsules are gelatin capsules sourced from either pork or beef.



Are any of your products "vegan-friendly"?

Yes, AdrenaSense, EstroSense, MenoSense, BioSil, Medi-C Plus, Magnesium and MagSense (from our WomenSense and Preferred Nutrition product lines), the Healing Teas, our Ultimate Maca Energy products and the Ultimate VEGAN line are all vegan friendly.

Why can't I find any prices on your website?

Preferred Nutrition is the wholesale distribution company for the products on this website, however we sell exclusively to Health Food stores & selected Natural Pharmacies across Canada, not directly to the general public. Because the prices of our products can vary from store-to-store, we are unable to list our suggested retail prices (SRP) on our website. We recommend you contact your local retailer and inquire about prices directly with them.

Can I purchase products directly from you? I went to a health food store and the prices seem very expensive.

We distribute our products in Canada only and we sell directly to Health Food stores - since they have a personal commitment to the natural health lifestyle. Consumers are then able to buy our products from knowledgeable staff that are genuinely interested in helping people be well - people who care! Always be sure to look for in store promotions or coupons when you are making your purchases as this can help alleviate your cost concerns.

Do all health food stores carry all of your products?

To find Health Food stores in your area that carry our products, please click on "Store Locator" at the top of this screen. All you have to do is enter your postal code and you will be given a list of retailers in the radius that you choose. We do recommend calling ahead to see if they stock the item you are looking for and in most cases if a store does not normally carry something, they will offer to do a special order for you.

Should your supplements be taken with or without food?

Most of our products will specify directly on the bottle whether they should be taken with a meal or not. If nothing is stated, then the choice is yours as to when the best time is for you to take them. In general, however, most vitamin supplements should be taken with food because once eating starts the digestive process, enzymes and gastric juices are generated and usually the nutrients will be absorbed and assimilated better.

I like the sound of many of your products. Am I able to take different formulas at the same time?

Yes, it's safe to combine various WomenSense products to help support the body in achieving optimal health. The same applies to the Preferred Nutrition line, Dr. Whitaker's formulas and Brad King's. If you are unsure of any combination, then please consult your Health Care Practitioner.

I have heard that drinking green tea along with my supplements will end up flushing out all the nutrients? Is this true?

No, you are fine taking your supplements with green tea. Coffee inhibits the absorption of nutrients, but the caffeine in green tea will not pose the same problem.

Can you tell me if I can combine any of your supplements with the medication(s) I am on, as prescribed by my doctor?

It is best to consult your Doctor or alternative Health Practitioner before taking any new supplements while on prescribed medication. If you have been approved to add our supplement(s) to your daily regime, then we do recommend that you space the medication and the supplements out by at least one hour.



Can I take your products when I am pregnant or breastfeeding?

We are not able to make any recommendations with any of our products when it comes to pregnancy or while nursing. You must contact your Health Practitioner, Naturopath or Pharmacist.

I understand that you put a recommended dosage on your labels, but I can take more or less than that, right? And, really, do I have to take the product every day?

With regards to the recommended dosage, we would suggest you speak to your Doctor or Health Care Practitioner before increasing any amounts. As with any supplement you can determine your amount based on your personal preference - if you find that a product works for you immediately then you should be fine to take it just on the days you feel you need it, but again we suggest you discuss this with you MD or HP. Some consumers find that a product needs to be in their system for a few days to a few weeks before they notice results and/or feel the full benefits.

I don't understand why when I purchase your product and open the bottle, the contents don't even fill 1/2 of the packaging that is being used?

The containers we use are determined based on product fill and required label information, as well as capsule count when/where applicable. Sometimes we do have to use a larger bottle than seems necessary because of the information required on the labels - requirements both from Health Canada and in order for the label to be clear and legible to our consumers. Also, in a case where we are offering larger volume (ie/ 400g versus 200g or 180 capsules versus 90 capsules), then we have to put the contents in a bigger container in order for there to be differentiation on the shelf.

I bought a bottle of your product, and although it seemed to feel lighter than usual, I didn't think much of it, until I opened the bottle and discovered that there is nowhere near the amount of capsules inside as there should have been. How can this happen?

As part of our corporate policy and Good Manufacturing Practices (GMP) requirement, our procedures incorporate routine in-process checks plus a final examination of the finished product to ensure conformance to all aspects of quality, including correct product count. There are a number of checks and balances performed by both Production and Quality Assurance personnel prior to, during, and after the packaging operations to ensure that product under-counts do not happen. Although product under-counts can happen, this occurrence is rare. Should you discover that your bottle is far below the label claim count upon opening - we recommend you return it to your point of purchase as per our 100% customer satisfaction guarantee.

What is your 100% money-back (customer satisfaction) guarantee?

Our 100% money-back/customer satisfaction guarantee ensures that if a customer is not completely satisfied with their purchase, they can return the unused portion of the product (in its original packaging) back to their point of purchase and we will credit the Health Food store 100% of their purchase price from us. We cannot dictate if a store will give cash back or an in-store credit, nor can we override store policies already in place ~ but we do promise to credit them, regardless of the reason for the return.

