



ULTIMATE MACA ENERGY

What exactly IS maca, and where does it come from?

The maca used in Ultimate Maca Energy is fair-trade, 100% pure and natural certified organic maca root, grown exclusively in the Andean highlander zones of Peru at altitudes of 14,000ft - in a region of intense sunlight, winds and below freezing temperatures. Maca root is a natural food, containing a considerable amount of vitamins, minerals, amino acids and complex carbohydrates.

What can Maca do for me?

Research findings suggest that Maca acts by balancing hormones. Proponents of this supplement indicate that it produces energy by its action on the adrenal glands. They also report that Maca re-establishes hormone balance in women to prevent negative symptoms of menopause such as hot flashes and mood swings plus it also serves as an aphrodisiac for both men and women - again by balancing hormones and helping to lift depression. Research confirms that maca can heighten libido, but it does not raise actual hormone levels.

How do your Ultimate Maca products equate to actual RAW maca?

1 teaspoon of Ultimate Maca Platinum XP liquid is equivalent to 90g of raw maca root; 1 tablespoon of Maca Energy Powder is equivalent to 90g of raw maca root and 1 Maca Energy capsule is equivalent to 4.5g of raw maca root.

What does it mean when the directions say "take in your favourite drink"? What kind of drink?

The Ultimate Maca Energy XP liquid has a fairly strong taste, so we do suggest that it be mixed in liquid or food to make it more palatable. It is fine to put the maca liquid into any warm/hot or cold beverage (the quality and potency will not be compromised by adding it to a hot drink). Also, the liquid product can be taken on its own with no ill effects ~ just keep in mind how strong the taste can be.

Can you tell me the ratios of your Ultimate Maca liquid and powder extracts?

Ultimate Maca Energy XP Platinum liquid is concentrated using a special proprietary process and formulation, allowing for a unique cold pressed Certified Organic black maca only extract ratio of about 20:1 (approx. 20kg of maca makes 1l of extract). Ultimate Maca Energy Gelatinized Powder is obtained through an exclusive extrusion process that removes the starches from the roots of Certified Organic maca (various maca colours) making it very easy to digest and absorb. The ratio of this product is about 6:1 (approx. 6 kg of maca makes 1kg of gelatinized powder).

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What colour of maca roots are used for your maca products?

Our Ultimate Maca Energy Platinum XP is made from Certified Organic black maca root only. Our Ultimate Maca Energy Gelatinized powder is made of a blend of Certified Organic Premium Quality selected maca roots - approximately 50% of this product contains gold-cream-yellow maca roots and the rest is made up of the other maca root colours (black, purple, red or green) according to crop availability.

What is the "gelatinization" process used on your maca product?

Gelatinization is an extrusion process that removes the starch from the root, leaving a more concentrated powder that is easier to digest.

Can you please confirm whether the maca liquid is also gelatinized?

Yes, Gelatinized Maca is used in the process of making the liquid extract, however the particles (mesh size) are greater than what is used for the Ultimate Maca Energy capsules and powder. Gelatinized Maca is used in the "marinating" process of our maca liquid using a hydro alcoholic solution to further extract the other active components of maca - such as sterols, macamides and glucosinolates.

What is the alcohol content of the Maca liquid?

The alcohol content in the Maca Energy Platinum XP liquid is normally within the range of 2.5% - 5%. This will vary due to evaporation during process and handling.

Are the bottles for the Ultimate Maca Energy XP Platinum BPA free?

Yes, we have confirmation on file that these bottles are BPA (Bisphenol A) free.

Is there added sugar (ie/from sugar cane) to your maca products?

Although maca roots naturally have carbohydrates (natural sugars), our Ultimate Maca products DO NOT contain any added sugar!

Is Ultimate Maca Energy vegan-friendly?

Yes, we have confirmation that there are no animal sourced ingredients at all – in any of our Ultimate Maca Energy products (which includes Ultimate Maca Energy Platinum XP liquid, Maca Energy gelatinized powder and Maca Energy vegetarian capsules).

Is Ultimate Maca Energy GMO free?

Yes, we have received confirmation that our Ultimate Maca Energy formulas (liquid, powder and capsules) are all free of any genetically modified organisms.

Is Maca gluten free?

Yes, we can confirm that Ultimate Maca Energy (liquid, powder and capsules) is gluten free. Because the maca used 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.

I am pregnant and feel that maca would be good for me to take during my pregnancy.

What do you think?

Maca is a root vegetable from the radish family. Women in Peru eat them all the time during pregnancy. Saying that, we do not know if it is safe to use maca supplements during pregnancy. Sometimes, a normal intake of some substances through food is perfectly safe, while dietary supplements may contain active substances at higher doses. The preparation process can change or increase the active components in ways that make the safety of the supplement during pregnancy unknown. Due to the risk involved, it is unlikely that we will see a human study on pregnant women to establish the safety of maca supplementation so it is best to avoid usage during this special time of life.



Can this product help with sperm count?

Yes, absolutely! Both Ultimate Maca Energy Gelatinized powder and Ultimate Maca Energy Platinum XP liquid are considered among the best sperm count enhancers around! There is a great deal of research available regarding maca increasing sperm count and increasing sperm motility. It would be worth combining the Ultimate Maca products with our Ultimate Male Energy or Ultimate Multi, for required anti-oxidants and nutrients for healthy sperm. Other things to consider when looking to increase sperm count are: reducing alcohol intake, not smoking, drinking 48 oz. or more of water daily, exercising and wearing boxer shorts.

Are Brad King's products WADA certified?

No, we do not have an official WADA (World Anti-Doping Agency) designation or release on our Ultimate products by Brad King.

I have noticed that many of Brad King's products contain an ingredient called "Bioperine Black Pepper Extract". What exactly is this?

This black pepper is not the same as pure black pepper. It is actually a standardized extract from the fruit of black pepper (containing 95% piperine). It is used in the majority of the Ultimate products to increase the bioavailability of the nutrients within these formulas. Bioperine is the only source from piperine to have undergone clinical studies in the U.S. to substantiate its complete safety and research-proven efficacy for nutritional use. Many individuals have difficulty absorbing and utilizing nutrients within nutritional formulas. The Ultimate products insure that people are not only getting the best formulas possible, but that they are actually absorbing and utilizing what they are paying for.

Can I add my powdered product to hot water in order to help it dissolve better?

Adding your powdered product to room temperature or slightly warmer water to dissolve it before adding it to juice or cold water should be fine, however we do not recommend adding it to boiling or very hot water because by doing so will likely affect its efficacy.

I have purchased a powdered product, but it went very hard on me. Do you know how I can make it soft again? Is this common?

This is common especially if the lid is not tightly secured after each use since there is then the possibility of moisture getting into the container. Moisture in the container causes the product to clump and/or go hard. Try using a spoon to help break up the product and make sure you secure the lid tightly after each use. There are desiccants in the product that are intended to help with this issue as well.

Why isn't my container of powdered product full? Am I being ripped off?

When the containers are initially filled they are actually full, however once the product has been sealed and shipped out, the contents of the container (the powder in this case) will begin to settle and become more compressed and then, upon opening, it will appear that the powder is no longer filling the whole container or that the containers we are using are too big. This is not the case, and it is quite normal for any powdered product to settle during shipping. You can rest assured that each scoop of powder will still contain the nutritional information, exactly as indicated on the label.

I recently bought a bonus bottle of Ultimate Maca Energy 240 capsules, and I was extremely disappointed in the packaging. The bottle is huge and when you open it, it's only 1/4 full. I don't understand why the bottle has to be so big - isn't this a waste of packaging in the day and age of being environmentally friendly? Why not at least put it in a smaller bottle? 240 capsules are 240 capsules, no matter what size the bottle is.



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This has been an ongoing challenge with our bonus bottles. With Canadian label standards it has been difficult to get all the required print on our labels in both English and French while keeping the font large enough that it can be easily read. Also, this is a bonus bottle size which required us to use a larger bottle than the 120's so that there would be no confusion on the shelves at retail level. We have used smaller bottles in the past and have received feedback that the writing was too small and hard to read. We try our best to put our products in the smallest bottle possible in an effort to be mindful of the environment, and we do use recyclable plastic.

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.

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.

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.

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.



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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.

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.

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.



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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.

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 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.



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