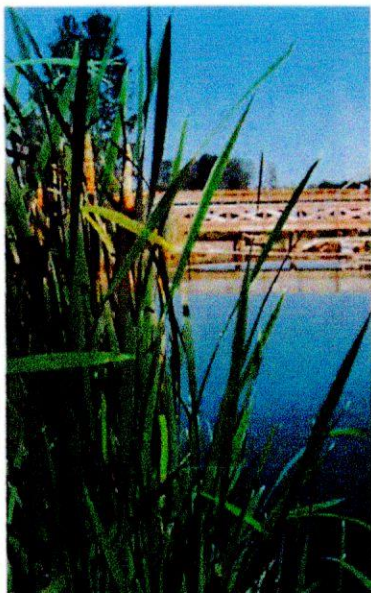


**QUEST**  
VITAMINS

**ADVANCED PRODUCTION TECHNOLOGY**

 **PHOENIX**  
NUTRITION





**Q**uest Vitamin Supplies has grown from a small operation in 1976 to a fully integrated multi-national corporation distributing across Canada and in the UK and Asian markets. Its mission is to provide the highest quality nutritional supplements available.

With more than 15 years in the nutritional supplement field, Quest insists on stringent quality control with emphasis on potency & purity. Our broad range of supplements include everything from the familiar Vitamin C, B complex and multi vitamins and minerals to specialized therapeutic formulas such as NAG (N-Acetyl Glucosamine) and GAMMA OIL (Evening Primrose Oil.)







*“Commitment to quality, technological innovation and up-to-the-minute nutritional research makes us a world leading supplier of dietary supplements.”*

*BARRIE CARLSEN*  
*president*

Quest's world class Manufacturing Plant in Vancouver, Canada is a state-of-the-art facility incorporating the most technologically advanced equipment available for the manufacturing of vitamins and dietary supplements. The Plant meets the international standards for Good Manufacturing Practice (GMP).

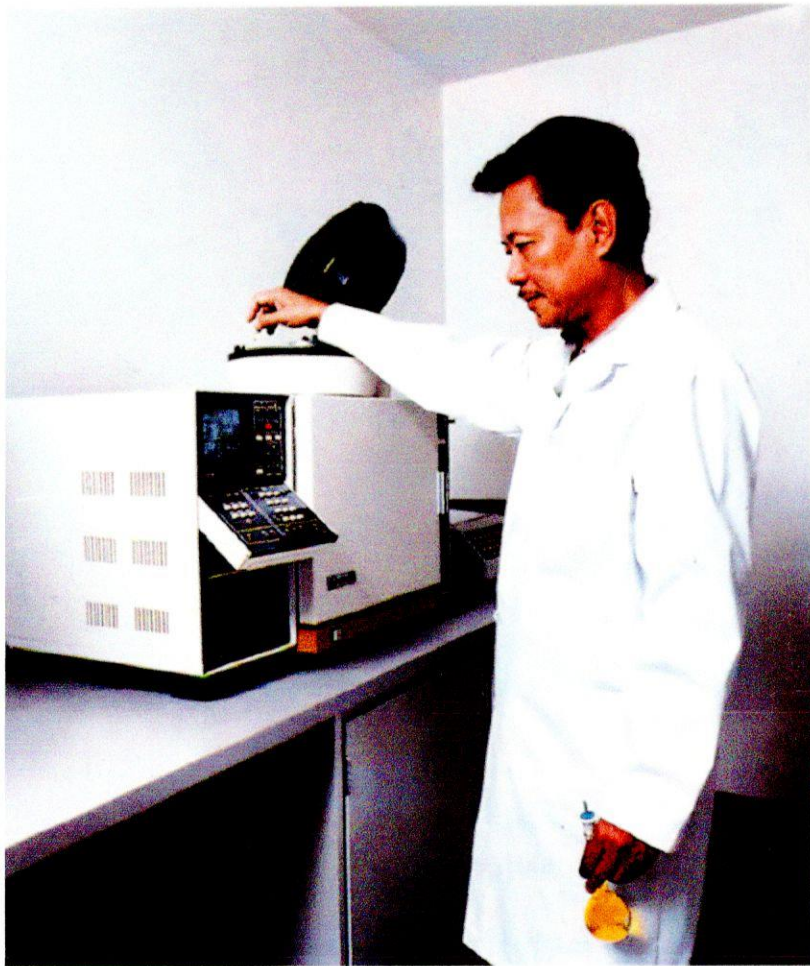
Set in a parklike location on the estuary of the mighty Fraser River, the building is situated in "Marpole Midden", one of the few National Historic sites in Vancouver. During the prehistoric "Marpole" period, Westcoast Indians hunted wildlife and fished for salmon and sturgeon at the mouth of the Fraser.



# QUALITY

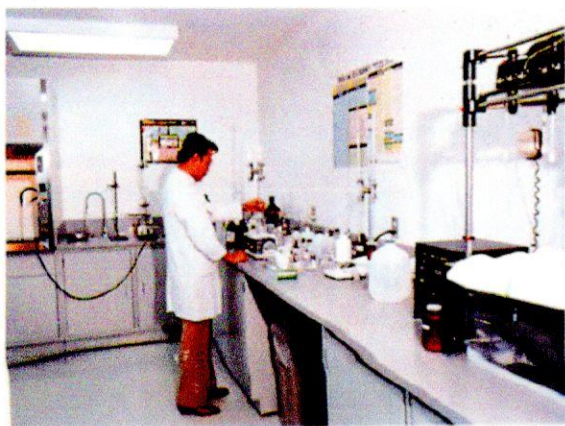
## *Quest Quality Means Better Products for our Customers*

A quality product depends upon nutritionally valid formulations, sophisticated manufacturing technology and accurate quality control. At Quest, we insist on the highest standards in these areas and when valid improvements can be made in any area, we will be the first to make them.



### *Careful Quality Control is our Guarantee of Potency and Purity*

**B**efore the manufacturing process can begin, all raw materials must be carefully analyzed for potency and purity. Quest's advanced Quality Control Laboratory contains some of the most sophisticated instruments available for this purpose. Shown here, a quality control technician is using a computer controlled High Pressure Liquid Chromatograph (H.P.L.C.). The H.P.L.C. is used to determine the potency of vitamins, essential fatty acids and amino acids used in our formulas.





# CONTROL

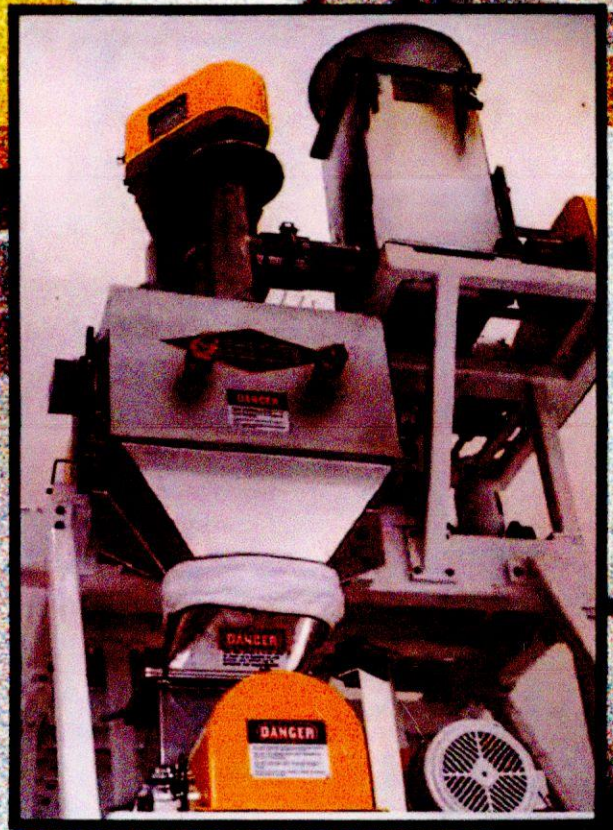
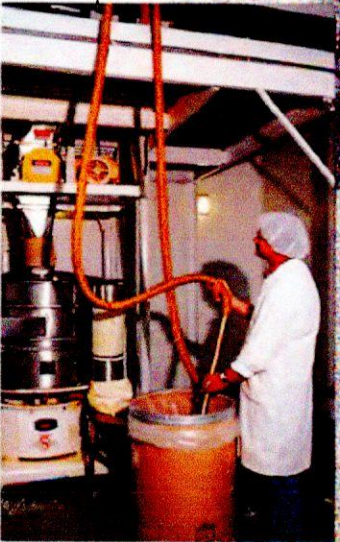
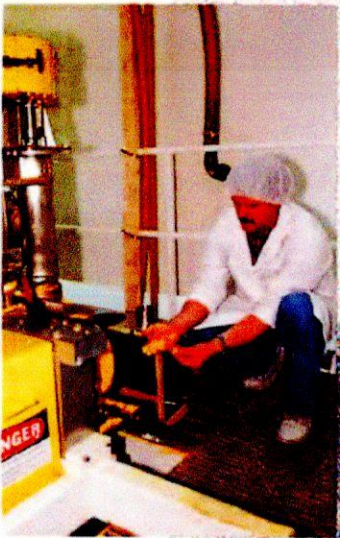
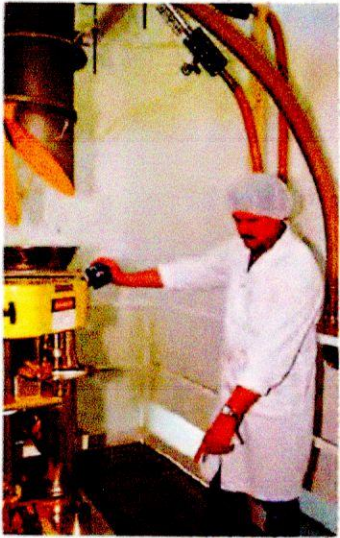


**A**lso shown is the Plasma-40 Inductively Coupled Plasma (I.C.P.) Emission Spectrometer, another complex instrument used by Quest. This advanced instrument analyzes the full spectrum of minerals, including all trace minerals, with unerring precision up to 1 part per billion a - standard of accuracy previously unattainable.

Every step of the manufacturing process is monitored by the Quality Control Department, so that, from blending, tableting, coating and encapsulation to packaging, Quest can guarantee the consumer that what is listed on the label is exactly what is in the formula. However, Quality Control does not end when a product is finished. Ongoing shelf-life studies are performed on each product to guarantee that a Quest product will maintain the label potency until the expiry date (up to three years on many products).



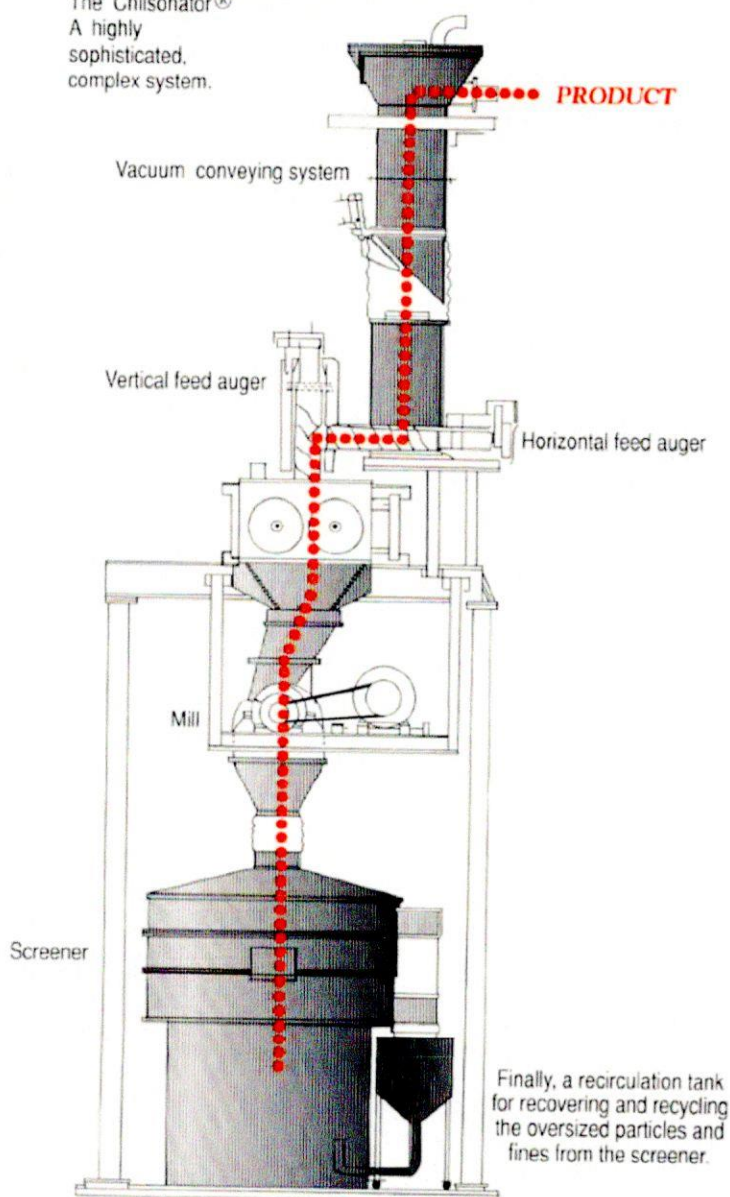






# HIGH DENSITY CHILSONATION TECHNOLOGY

The Chilsonator®  
A highly  
sophisticated,  
complex system.



*One of the Many Advanced  
Processes used in the  
Manufacturing of Quest  
Products.*

A chilsonator is a unique machine that compacts the raw materials with pressure up to 40,000 lbs. per square inch, thereby eliminating the need to densify ingredients using traditional wet granulation techniques. Wet granulation requires the use of alcohol or other solvents and elevated temperatures for prolonged periods, which may chemically alter or denature the delicate nutrients used in our dietary supplements.

Quest uses the most advanced, continuous batch chilsonator equipment available. Greater product uniformity is achieved through the use of the precise separator and screening device which strictly controls particle size, further increasing quality control. With this advanced chilsonation technology, the use of solvents has been eliminated while maintaining low operating temperatures to prevent thermal degradation of the natural ingredients.



# TABLETTING

*Quest Tablets: Produced on State-of-the-Art, High Speed Rotary Presses*

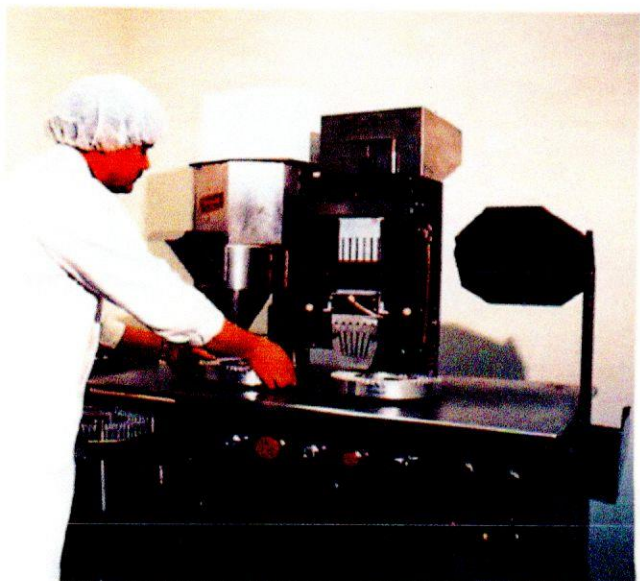
**T**he majority of Quest products are presented to the consumer in the form of tablets. Tablet making is a complicated procedure, requiring great skill to ensure that the tablets meet all critical parameters such as weight, size, and hardness. Quest's state-of-the-art rotary tablet presses are capable of producing up to 140,000 tablets per hour. By changing tablet dies, a variety of shapes and sizes of tablets can be manufactured to meet the most exacting standards.



*Semi-Automatic Encapsulators Fill 2-Piece Capsules Quickly and Accurately*

**M**any of Quest's formulas are presented in 2-piece, hard gelatin capsules. Here, a technician operates the latest model semi-automatic capsule filling machine. This machine is designed accurately fill hard gelatin capsules at rates of up to 20,000 per hour. After the capsules are filled with the powdered formulas, they are then polished and checked by Quality Control to ensure that fill weights are accurate.

# ENCAPSULATING



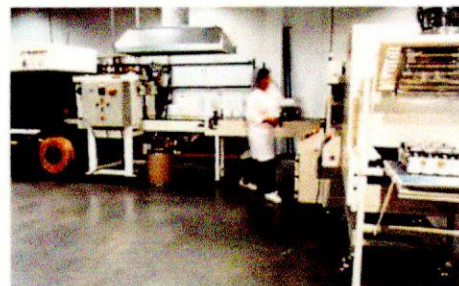
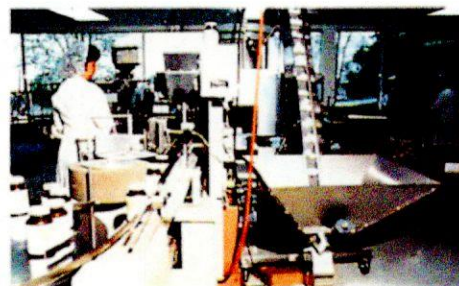
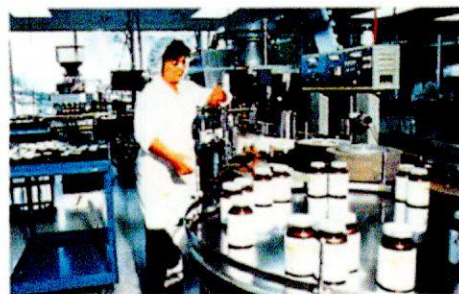


# COATING



## *Quest's CELLCOTE, Aqueous Film Coating Process*

The Accela-Cota's side-vented, rotary coating pans, are the heart of Quest's **Cellcote** hypoallergenic coating process. The **Cellcote** process uses purified water and vegetable cellulose complex to protect the tablets from oxidation while, at the same time, improving tablet appearance and making them easier to swallow. This special technology eliminates the sugar coating, solvent or shellac process used by many manufacturers to coat their tablets.



## *Environmental Control Reduces Cross-Contamination Concerns*

Careful environmental control at the production facility reduces the possibility of airborne or residual cross-contamination and is one of the reasons why Quest products are guaranteed to be as hypoallergenic as possible.

Each production room (whether for blending, chilsonation, encapsulating, tableting or coating) is separated from other production rooms by closed doors and a connecting hallway. Air entering production rooms passes through special filters which remove airborne dust particles. Exhaust systems regularly exchange and filter the air in each room. Relative humidity is kept below 30% to ensure that formulas, particularly those containing hygroscopic ingredients, do not absorb airborne moisture which can destabilize the formula and reduce shelf-life.

# PACKAGING

## *Quality Packaging Preserves Product Freshness*

All packaging materials are carefully chosen to provide the very best in protection for the product. Polypropylene bottles and caps are used for the majority of our products because they provide the very best moisture and oxygen barrier, as well as eliminating any cross-contamination between the container and its contents.

Here, an automatic high speed packaging line is using advanced electronic counters.

At the first stage of the line, capsules or tablets are automatically dispensed into bottles which then pass through the cotton insertion and capping machines. Finally pressure sensitive labels are wrapped around the bottles, all as part of one continuous process.



Consumer protection is a major priority. Quest utilizes a dual security system with an inner security seal and tamper evident full bottle sleeve.



# MARKETING

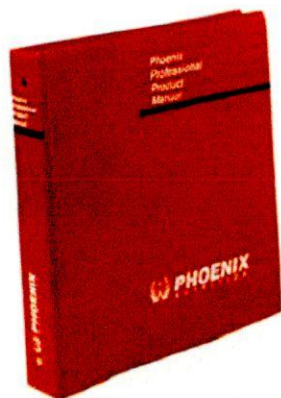
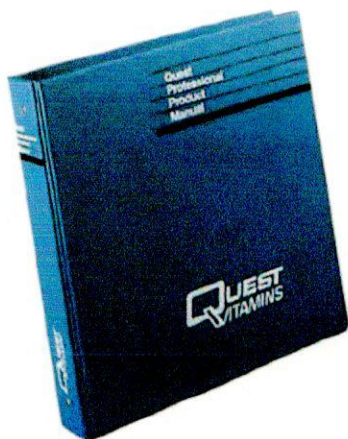
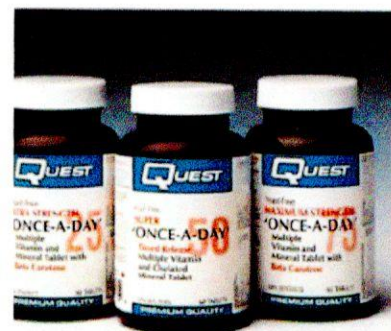
## *Innovative and Informed Sales and Marketing*

**C**onfident that we provide the finest nutritional supplements available anywhere in the world, we have developed effective and informative marketing strategies for our products. Our experienced marketing and creative design team at Quest's in-house Creative Services Department and Print Shop provide innovative advertising, merchandising support materials and information for retailers and consumers.

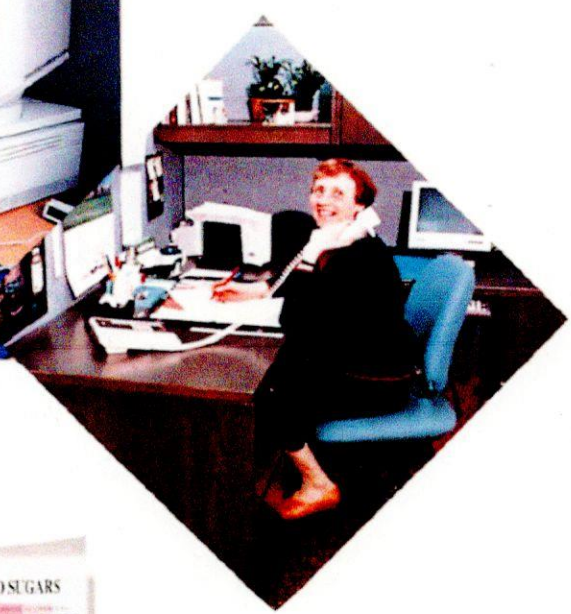
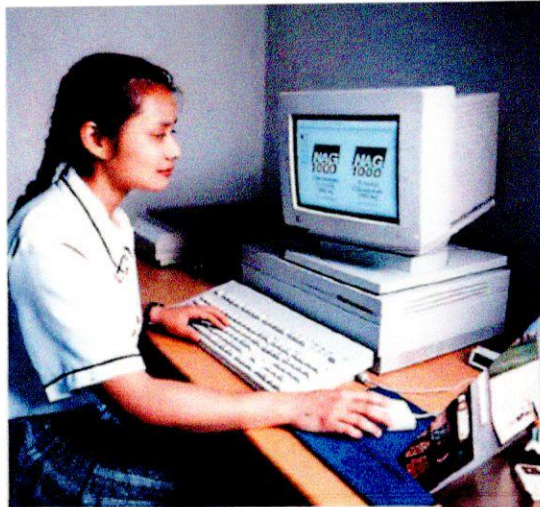
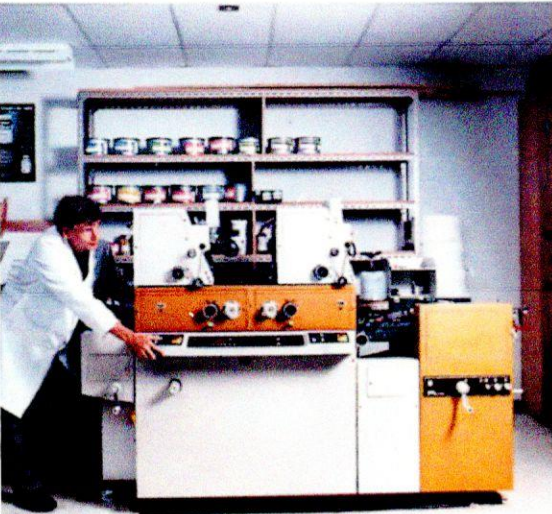
Our expert sales staff lead the marketing effort, providing personal contact between the company and our retail clients. Further support is offered to our clients through effective point-of-purchase materials, customer flyers and our commitment to full colour advertising in specialty magazines.



Finally, the sales staff and our clients rely on our comprehensive professional product manual, rated the best in the industry, to provide complete product information on each of our formulas.







## Nutritional Research

Research plays an important role in our ongoing efforts to provide consumers with the most up-to-the-minute and scientifically viable nutritional products. We have sponsored studies in the United Kingdom, Europe and Canada on the nutritional and medicinal uses of Evening Primrose Oil.

At Quest's head office in Vancouver, Canada, we keep abreast of recent medical and nutritional findings regarding the therapeutic and preventive health applications of various nutrients. These findings are regularly published in the 'QUEST FOR HEALTH' series of informational booklets and brochures, as well as in our professional product manual.



Quest also distributes nutritional supplements to the UK and Asia under its alternative trade name **Phoenix Nutrition**.





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### *QUEST VITAMIN (Toronto) LTD.*

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Tel. 1-416-593-5345  
Fax 1-416-593-8458*

### *PHOENIX NUTRITION LIMITED*

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### *PHOENIX NUTRITION PRODUCTS (M) SDN BDH*

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*Distributors of the  
World's Finest  
Nutritional  
Supplements*

