

1. Can we use the Biocompatible Care on eczema?

A: Yes, but not on open wounds.

For eczema, you must refer to a naturopathic check-up to determine the cause(s). If the cause is a skin allergy; it will be necessary to eliminate contact with this allergenic (toxic) agent to obtain results. On eczematous skin, without open wounds, it is possible to use the eczema balm. (Eczema is a sign of high acidity caused by an intrinsic or extrinsic allergenic agent.) The Biocompatible Care can be considered if it is not too inflammatory. Always have the consent form signed. The eczema balm is the natural alternative to cortisone. Clients love it to relieve symptoms. We work with natural "cortisone-like" ingredients, so no dependence and no thinning of the dermal layer. It is very effective in relieving corticoids; it works like magic!

Purliv Shower Gel should be used in conjunction with Purliv Eczema Balm to maintain a stable skin pH, since the health of the skin flora depends on it. The eczema condition is more likely to resolve with a shower gel that nourishes the skin with prebiotics and maintains a balanced Ph. This gives the eczema balm a chance to repair the affected area.

2. Can we use the Biocompatible Care for Psoriasis?

A: Yes.

Psoriasis is even more complex than eczema due to causes that are often related to the nervous system or autoimmune disorders. Often, people with cases of severe psoriasis take medication, but they have no effect. The Biocompatible Care helps to relieve this condition, but the cause must also be targeted. The Biocompatible Care and Virtue Eczema Balm are super effective. The Eczema Balm is the natural version of cortisone, but without the side effects. We work with natural "cortisone-like" ingredients, so there is no dependency and no thinning of the dermal layer.

3. Can the Biocompatible Care be effective on acne?

A: Yes.

Originally designed for this purpose, the treatment is very effective in ridding the skin of the acne-causing bacteria; *Propionibacterium* (among others). It is imperative to work internally. (Refer to a naturopathic doctor). The Davincia skincare home products are mandatory to promote faster results. More than 4 treatments are to be expected for this type of treatment. Take pictures! It's advised to do extractions as needed for this treatment.

4. Is it normal for my client with acne or acne rosacea to have a pimple outbreak? "Help, my client is desperate and wants to quit!"

A: Yes!

Your client is detoxifying. This is the normal healing crisis. There is a battle between good and bad bacteria.

However, to prevent it from breaking out too much and to give it a helping hand, it is PRIMORDIAL to do some extraction in the first treatments to purify and clarify the skin and help oxygenation. The epidermis is asphyxiated, bacteria love this situation! (Poor nutrition and poor circulation) Make sure to give it the best possible chance to recover by starting your treatment on a "clean canvas". Add Enzymax after the first month of treatment to potentiate the enzymatic functions of dermal cleansing and anti-inflammatory functions.

The Davincia skincare home products are MANDATORY to succeed in the process. Expect 10-12 treatments for a major case of acne.

CAUTION: No more than 1 skin cleansing per day, to protect the cutaneous flora (microbiome).

Make sure they don't overuse exfoliants or Curativo™ gel, and they must be made aware that it is by managing the flora, and not the bacteria, that we will succeed.

If the client has already received microdermabrasion, IPL, laser or peeling, you will have more difficulties because the skin is even more corneous due to these treatments.

5. Can the rosacea acne condition be helped with the Biocompatible Care?

A: Yes!

For rosacea, the product recommendation is different. The client is probably taking a prescribed cream. Ideally, she should stop. However, it remains her choice and we have

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no right to tell her to stop. Rosacea often begins after an emotional shock in hypersensitive individuals. Rosacea can also result from poor cosmetic choices (chemicals, etc.).

A healing crisis should be expected after about 4 treatments. It is necessary to be assiduous at home with the Davincia skincare home products. You may be able to control your client's symptoms and outbreaks on the long run by a continued maintenance routine with our daily home care products.

6. Is it possible to do a Biocompatible Care in less than 14 days interval?

A: No.

According to Davincia's trials and analyses, the skin must regenerate itself. For it to be ready to receive another very effective dermal cleanse, it takes 14 days. Going faster is ineffective.

7. What to do if a client complains of redness, tingling, sunburn, pimples... in other words reactions after the Biocompatible Care?

A: Normal!!!

The deep cleanse clears the skin of dermal waste. The treatment already absorbs a lot of it. However, it continues to work after the treatment, hence the detoxification effects. It is imperative that she continues her care by respecting the 24-hour time frame without cleansing. The effect of cleansing will greatly decrease the next cares. It is however rare but possible that a client may react to a natural ingredient. Also check that your client has not used any products other than Davincia as this can create reactions, even if she claims having only used other *natural* products.

8. Can the Biocompatible Care have any effect on very dilated pores?

A: Yes!

Expect a minimum of 4-6 treatments. Normal sized pores will improve by about 75% and very large pores will improve by about 50%. Never guarantee the client. Always follow the in-house protocol to ensure maximum results.

Following the treatment, and after three months of the last care, the client may notice that the pores start to dilate a bit again. This is a sign that the skin needs another good Biocompatible Care treatment.

9. Can wrinkles be improved with the Biocompatible Care?

A: So much so!

The cleansing of dermal waste and the release of living biocompatible elements such as vitamins, antioxidants, probiotics and more contributes to the activation of the fibroblast (collagen and elastin factory) and thus revitalizes, rejuvenates, and plumps up the epidermis starting from the dermis and upwards. Wrinkles are naturally not as deep and not as long. The contour of the face is refined by more tone, elasticity, and firmness. Repeat at best every month or two, but at the very least every 3 months to maintain the effects. It stimulates the production of collagen and elastin. It's like working out regularly.

10. When to use Enzymax?

A: Always after at least 1 Biocompatible Care treatment.

Start with 1 gr. ($\frac{1}{5}$ of the sachet). Effective for acne cases without rosacea, for dilated pores or thick skin (hyper keratinized, sun damaged, smokers), deep wrinkles, spots, permanent makeup, and scars. It is necessary to make a separate mixture and to apply locally. **WARNING:** the product will have more heating effect, so consider the client's tolerance level. Never near the eyes! Never on couperosed, rosaceous, or sensitive skin! See Level 2 protocol on the portal.

11. Can we apply two Davincia creams one on top of the other?

A: Of course!

The products are also compatible with each other. If necessary, the treatment gel or concentrate should be used first. For example, for redness of the cheeks, you should apply the serum first, then Calma, and then superimpose Vitalita. No problem in combining the products.

12. Night cream and day cream at Davincia?

A: All the creams work both morning and evening.

Exceptionally, you must add the Sunbrella cream during the daytime, only since it could stain the pillowcases. Same thing for Sunbrella powders.

13. Why use native marine collagen in the cream if the goal of the Biocompatible Care is to stimulate the production of natural collagen?

A: Because there is a difference between native marine collagen and synthetic collagen.

Indeed, the Biocompatible Care boosts the production of natural collagen and increases its production speed. Unlike synthetic collagen-based cosmetics that only temporarily plump up the surface, the native marine collagen will stimulate the fibroblast in a mimetic way because the body recognizes it. The body will therefore "see" the molecule and try to imitate it.

14. Which products contain Collagen and what is its source?

R : Vitalita, Calma, Bioconfort, Aqua, Mirada

The collagen used comes from tuna and bovine because these sources are very similar to human collagen, which makes them more compatible. The more similar the collagen is, the more it also acts as a mimetic, i.e., it allows the stimulation of true collagen production.

15. Can the Biocompatible Care be used on clients undergoing chemotherapy treatment?

A: No.

It is necessary to wait at least 3 months after stopping the treatments. The skin reacts differently in the presence of chemo (very powerful chemicals). The biocompatible treatment is too active to be performed during this period.

16. Is Idrata serum mandatory?

A: Yes, it is!

It provides optimal hydration to promote the supply of nutrients to the cells. Moreover, it is an emollient of the corneal layer which contributes to perfect the work of the creams' active ingredients. It acts as a vector.

17. Can all skin types use Exfolia?

A: Yes, all skin types can use Exfolia. Simply vary the method of use. The recommended "normal" use is once a week as a massage or scrub. For sensitive, blotchy, or rosaceous skin, simply apply as a mask, without massaging or exfoliating. In the case of acne-prone skin, it can be used as a treatment mask and then exfoliated. This procedure remineralizes, detoxifies, purifies, and heals. But don't overdo it, as too much exfoliation is detrimental to the skin's flora. Let's say maximum 1 exfoliation per week.

18. Does Sunbrella Face Sunscreen contain a mineral or chemical sunscreen?

A: Mineral only.

Its SPF is 30. Of course, it must be reapplied when exposed to direct sunlight, as with any sunscreen. The Sunbrella face cream will also allow your skin to retain its moisture. Beware, many companies combine the 2, mineral and chemical, and call them mineral.

19. Can the Aqua mask be applied daily?

A: Yes!

The client can even sleep with it. It soothes the skin after a biocompatible treatment, it moisturizes, softens, regenerates, and calms all skin types. Simply apply a thin layer of Aqua Mask before applying your moisturizer before bedtime. Adding the cream on top removes the mask's tackiness.

20. Is Sunbrella powder a makeup product?

A: It is a skin care product.

In addition to providing a lightly tinted satin-like skin appearance, it is mattifying and smoothing. Sunbrella Powder will be one more care for your skin. It doesn't block pores and provides a 100% natural SPF 30.

21. How do I create *before* and *after* testimonial photos that can be published or posted?

A: First, make sure to always take the *before* and *after* photo in the same position, the same angle and by using THE SAME LIGHTING. Use the same camera and use a room without windows. Accuracy and consistency will help you get a good rendering of your spectacular results.

22. Is it possible to perform Biocompatible Care on a client with groin HD?

A: Yes, it is.

Definition: Chronic skin disease that causes the appearance of inflammatory nodules, abscesses and fistulas that affect areas with a certain type of sweat glands called apocrine (armpits, groin, buttocks, breasts).

Traditional solution: Antibiotics, anti-inflammatories, surgery to remove the affected area.

Conclusion: It could therefore help to cleanse, deeply absorb pus, and increase immunity to prevent future outbreaks. *****Do not apply if the wound is open, our biocompatible care formula is not sterile! *** See NFA trainings to learn more!**

23. Can Davincia products be used by pregnant women?

A: Under certain conditions.

During pregnancy, the following products may be used depending on the essential oils they contain (contain less essential oils) :

- Purifica foam
- Idrata Serum
- Luvya Spay mist
- Bioconfort cream, Vitalita cream
- Dolce Hand Cream and Dolce Balm
- Crystal Gel
- Mirada Eye Contour for fine lines and wrinkles
- Sunbrella Body Sun care
- Sunbrella Powder Sun care
- Eczema Balm
- Purliv Shower Gel
- Pro Bio Mask

With the exception of the breath freshener, our products contain between 0 and 2% natural or organic essential oils, which contact your body via the skin.

It's best to ask your doctor's permission before using products containing essential oils.

As we don't want to go against doctors, at the risk of being told that we're not professionals, the watchword is to respect the indications of the customer's doctor or pharmacist. It's best to ask your doctor's permission before using products containing essential oils.

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In other words, it's up to the customer to check with her pharmacist or doctor so that she can make an informed decision about using Biocompatible Care and other Davincia products.

24. Is it possible to give a Biocompatible Care to a breastfeeding woman?

A: Yes.

25. Can the Biocompatible Care make my eyebrow permanent make-up fade considerably?

A: Yes, but it takes several treatments with Enzymax ($\frac{2}{3} * \frac{1}{3}$) on tattooed areas. It is necessary to be patient.

Currently, the SAFEST way to achieve maximum fading of permanent makeup is the Biocompatible Care with Enzymax, used with Purifica and Exfolia at home.

Means such as lasers and chemical peels can leave scars. This is not always the case, but it is a risk to be taken that can leave permanent after-effects in addition to being painful, long, and expensive (it takes 2 years or more), in addition to not making permanent make-up disappear completely.

26. Can I perform the Biocompatible Care on a client with Xanthelasma?

A: Yes, but do not claim to cure it, as it is a medical procedure.

27. If my client is taking photosensitizing medication, can she receive the Biocompatible Care?

A: Yes. These drugs make the skin sensitive to photons (light) only.

28. Can I use the Biocompatible Care on a case of lupus erythematosus?

A: Yes.

Since the Biocompatible treatment will modulate the immune system, it cannot stimulate or slow it down. It will simply help it in the right way (See the etiology of this disease to better understand). Although the care is very antiseptic and antibacterial, *****DON'T APPLY ANY PRODUCTS on an open wound, as they are not sterile. *****

29. How long between the sessions of the neuromodulator (Botox®) and the Biocompatible Care?

A: At least 1 week **before** and / or 1 week **after** injections, for several reasons:

1. Not the time to stimulate blood circulation after an injection, it increases the risk of bruising.
2. Not the time to give massages that may displace the product that you have just injected into a specific area.
3. We don't want the body to expel the new injected product too quickly, the treatment will stimulate the circulation a lot, white blood cells, draw out waste and toxins. It's a detoxifying treatment (which helps the body's elimination functions). Botox is the trade name for *botulinum toxin*, so we wait at least 1 week until the Botox has penetrated the muscle.

Note that the enzymes and active ingredients continue to work in the skin 7 days after the treatment, hence the minimum of a 7 days wait before any Botox injection FOLLOWING BIOCOMPATIBLE CARE.

Conclusion: Yes, for the Biocompatible Care at least 1 week before and/ or 1 week after the injections.

30. How long between the Biocompatible Care and dermal filling injections (Juvéderm®)?

A: At least 1 week.

1. It's preferable not to stimulate blood circulation after an injection, it increases the risk of bruising.
2. It's preferable not to give massages that might move the product that was just injected into a specific area.
3. The biocompatible treatment is detoxifying (helps the body's elimination functions). As with Botox, we do not want the body to expel the newly injected product too quickly.

31. If my client has oral herpes (cold sores) on the day of her appointment, can I perform the Biocompatible Care?

A: Yes, but...

Be careful not to have an open sore! And above all, finish by this area to remove the product to avoid contamination. Ask your Davincia instructor how to apply and remove it properly before applying the treatment to this condition.

Breath Freshener can also be applied topically to the cold sore to help it subside at the first signs of tingling, but if it's already established, it's too late.

32. If my client has oral herpes (cold sores) and is very susceptible to it, should she take her medication first just in case?

A: Yes, the Biocompatible Care is stimulating.

Breath Freshener can also be applied topically to the cold sore to help it subside at the first signs of tingling, but if it's already established, it's too late.

33. Will the spots on a client with Vitiligo go away?

A: No.

It will not make her condition disappear, but it is safe because the treatment will modulate the immune system. It can't stimulate or slow it down; it will just help the condition in the appropriate way.

34. How long after Accutane can I use the Biocompatible Care?

A: Six months, until the drug is eliminated by the liver.

35. Is it possible to give the Biocompatible Care to a person who is taking cortisone internally?

A: NO.

The skin becomes too fragile, it is preferable to wait 3 months after the last intake, until the liver eliminates the substance, and the skin no longer feels the effects.

36. Can people allergic to salicylic acid use Davincia products?

A: Reaction test before.

We've never recorded a reaction, so if you do, please let us know!

We are very careful. Many allergic customers have received the Biocompatible Care with no problem. On the other hand, we don't take any chances, we do an Exfolia percutaneous test in the crease of the elbow. If after 24 hours there is no reaction, then it is safe to use the products.

Conclusion: Elbow crease test for products that contain some.

37. Can people allergic to iodine use Davincia products?

A: Yes, because in terms of proportions, it's comparable to swimming in the sea. In case of doubt or severe allergy, do a skin test in the crease of the elbow.

38. Calma contains Bergamot. Is it photo sensitizing?

A: Bergamot is non-photosensitizing, so it's safe in the sun!

The one chosen by Davincia has the particularity of having been distilled so that the bergapten, responsible for photosensitization, is removed. This avoids the risks associated with exposure to the sun after using Bergamot essential oil. Bergamot essential oil without bergapten is also recommended in cases of stress for its calming properties.

39. How are products affected by temperature?

A: All Davincia products are tested for 3 months at 45°C. They can withstand this temperature without being affected. However, they must not reach freezing point or exceed

50°C, which will affect them. The ideal storage temperature for the products is between 15°C and 20°C, in a cool place.

40. What is the difference between Idrata Serum and Luvya Mist?

A: Although they are both vectors, Idrata Serum and Luvya Mist are complementary and do not have the same effects on the skin.

Idrata serum emolliates and provides optimal hydration to promote the supply of nutrients in the skin.

Luvya Mist brings nutrients into the cell, much like a magnet would.

Conclusion: Idrata brings the nutrients into the skin, Luvya brings the nutrients into the cell, they complement each other for outstanding results.

41. Are Davincia products vegan?

No.

Davinicia products contain collagen from fish and gelatin derived from bovine. These ingredients are highly biocompatible and contribute greatly to the performance of our products. It is the same principle as an organic implant. If you need to have your aorta replaced, the one made from pork or beef aorta tissue will be the most compatible with your body and therefore minimizes rejection.

42. What is the origin of Astaxanthin?

A: It comes from a green freshwater alga; haematococcus.

43. Are the results lasting after the Biocompatible Care?

If we consider that the client has undergone a full Biocompatible Care treatment.

Anti-aging:

With the Biocompatible Care we create space and stimulate the fibroblasts. We put the body in a position to make its own collagen which allows to keep it in place. Of course, you need the daily home products to continue nourishing and feeding the skin with structural tools.

In addition, we provide nutrients that repair and prevent by protecting against radiation and pollutants = long-lasting results.

Acne:

We communicate directly with the sebaceous gland to calm it down (modulate its secretions), we empty the skin of excess sebum, we oxygenate it and provide it with agents that stimulate the skin's defenses = long-lasting results.

Rosacea or acne rosace:

It rebuilds the flora and calms inflammation to strengthen blood vessels and promotes the protective film that reduces irritation and dryness.

Following the cure, the skin continues to become clogged. Nothing can be prevented forever without maintenance; the skin is alive, like hair and nails.

Each client must still maintain their skin's good hygiene, prevent dead skin cells accumulation, and provide a cocktail of nutrients and antioxidants as well as a boost for its microbial flora. The skin must also get some exercise regularly to stay young and prevent aging.

After the treatment, follows the maintenance:

One Biocompatible Care every month; that's terrific!

A Biocompatible Care every 2 months is great!

A Biocompatible Care every 3 months is good.

44. If my client is taking antibiotic medication, can she use the Biocompatible Care?

A: Most of the time yes, but it must be validated with the pharmacist. These drugs mostly make the skin sensitive to photons (light) only, and we don't have light in our creams. Simply validate whether the drug makes the skin sensitive in general. There are new drugs on the market, and it is your client's duty to find out whether the drugs she is taking are skin sensitizing.

45. Where does the hyaluronic acid in Davincia products come from?

A: It is extracted by biological synthesis from different microorganisms.

46. Can Biocompatible Skin Care help atopic dermatitis?

A: Yes.

Atopic dermatitis such as eczema and psoriasis are internal conditions that create inflammation on the surface. See additional answer in questions 1 and 2.

47. If my client becomes pregnant during her Biocompatible Care regimen, should she stop?

A: Yes

Pregnancy is a contra-indication but when breastfeeding, it's ok. She can then do the Biocompatible care. (See question 23 answer)

48. Do past treatments and procedures such as micro needling, microdermabrasion, chemical peels, lasers, injections, surgeries have an impact on achieving results with Davincia?

A: Yes, they do.

The skin has its history, its wounds, the skin also has a post-traumatic cellular memory. Certain types of treatments permanently affect homeostasis, the state of tissues and skin functions, so the more a client has undergone invasive procedures in the past, the more the tissues are likely to be affected, which will reduce the skin's ability to repair, balance and autonomy. Also, these procedures create a corn-like appearance on the skin. This makes it more difficult for the enzymes to work. Davincia skin care and products will always have a beneficial, stimulating, nutritive, etc. impact for these types of clients, but you will have to manage their expectations.

49. At what age can the breath freshener be used? Can it be used by pregnant women?

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A: The Breath Freshener is not suitable for children under the age of 7 years, as for pregnant women.

50. Breath Refresher: What is the maximum number of drops that can be taken each day?

A: There is no universal dosage because the maximum capacity varies from one person to another.

However, here is an example of use:

1-2 drops after meals (3x)

1-2 drops between meals to freshen breath or for a little boost of energy (2-3x)

1 drop every 15 minutes for the onset of a cold or flu.

Based on this example, the consumption would be about 12 drops per day.

As in many areas, "too much is as good as too little".

51. Which product can I suggest to a client who wants to help her tattoo heal?

A: Tattoo artists often offer products based on silicones or mineral oils (Petroleum). Eczema balms or Dolce are perfect products for this. They are anti-inflammatory, calming, moisturizing, antibacterial, rich in Omegas and essential fatty acids. They nourish the microbiome and restore the hydrolipidic film. Aqua Mask can also be an excellent complement!

52. At what age can a child get a Biocompatible Care?

A: Firstly, according to ethics, a minor (17 years old and under) must have the consent of his/her parent or guardian. The parent is therefore responsible; he must accompany his child, be informed, read the information that the esthetician gives him, listen to the advice and recommendation of the esthetician, and supervise the child at home.

Second, the possible age corresponds to the hormonal state (puberty) of the child (pre-teen). Some go through changes at a very young age and others later. 9-10 years is the average minimum age at which puberty can occur (most of the time), hormones become active, sebaceous glands and hair growth also.

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Thirdly, if the child and the parent integrate the first steps well, propose the Biocompatible Care treatment, if it is still necessary (moderate to intense acne). Sometimes, at a young age, a few simple steps can be enough to manage acne.

In summary, starting from the age of 9, 10 years old according to what is mentioned above.

53. Is it possible to improve keratosis pilaris with Davincia products?

A: Yes. Massage the Silweta exfoliator and leave it to work, then apply the Dolce balm.

54. Is Sunbrella (face) suitable for phototype 4, 5 or 6?

A: No, not currently. The products contain physical screens, not chemical filters. So, to avoid the white effect, we've added natural minerals that give a light to medium beige color that are only suitable for phototypes 1, 2 and 3.

55. What's the difference between Enzymax and Pro Bio Mask?

A: Enzymax is a keratolytic and hyperemic product. It keratolyzes the stratum corneum more intensively when it is thick, leathery, scarred, dull or ashen. It is useful for keratolyzing areas of the body such as the back. It's great for addressing scar tissue. It also increases blood circulation to detoxify. Enzymes transfer waste and toxins into the circulatory system for elimination.

Pro Bio Mask delivers microorganisms to reinforce the skin's quality and resistance. This ensures optimal cutaneous flora to repair and protect the skin.

56. Can Enzymax and Pro Bio Mask be used in the same Biocompatible Care?

A: Absolutely! Enzymax prepares the ground, when necessary, for Biocompatible Care and Masque Pro Bio to do their work.

57. Can Pro Bio Mask be used on its own?

A: Pro Bio Mask must be used in conjunction with Aqua Mask. First apply Pro Bio Mask, then Aqua Mask immediately on top. This prevents the Pro Bio Mask from drying out and allows the active ingredients in the Aqua Mask to penetrate even better.

