



Introducing Nestlé® Enercal® Complete: Consumer FAQ

New Product Features

1. What is Nestlé® Enercal® Complete?

- Nestlé® Enercal® Complete is a complete and balanced adult nutrition milk supplement, specially formulated with High Quality Protein Blend to help build and repair muscle tissues to support strength and enriched with Prebiotic FOS to support digestion. It is also now with MentAlert™, a scientific blend of nutrients of Vitamin B1, B2, B3 that fuels your body and release energy to reduce fatigue.
- Packed with 34 Key nutrients, suitable for adults and seniors who are looking for an adult milk to fulfill their daily nutritional needs.

2. What are the key nutrients and benefits for the new Nestlé® Enercal® Complete?

- Nestlé® Enercal® Complete is nutritionally **complete and balanced**, packed with **34 key nutrients** including all important vitamins, minerals and FOS, to support the daily nutritional needs of the individuals.
- Now with MentAlert™, a scientific blend of Vitamin B1, B2, B3 that release energy to support your mental alertness and reduce fatigue. Supported by Vitamin B5, Iron, Vitamin C and Folic acid.
- **High Protein Blend** which is 50% Whey Protein and 50% Soy Protein. This high-quality protein blend that helps in muscle tissue building and repair.
- It also comes with **Prebiotic FOS**, which is a type of dietary fibre, helps promote growth of good bacteria and maintains a good intestinal environment.
- It is now with 26% less sucrose as compared to previous formulation with the same great taste.

3. What are the key differentiations between Enercal Plus® and Nestlé® Enercal® Complete?

Product Packshot	Previous	Current
Product Name	Enercal Plus®	Nestlé® Enercal® Complete

SKU	400g & 900g	400g & 850g
Country of Origin	Singapore	
Protein Blend	High Protein Blend (50% Whey and 50% Soy)	
MentAlert™	No	Yes
Prebiotic FOS	Yes	
Lutein	Yes	
No. of Nutrients	28 Vitamins and Minerals	34 Key Nutrients including vitamin, minerals and FOS.
Flavour	Vanilla	
Recommended Serving	2	
Preparation Method	1kcal/ml: 6 scoops (52.6g) in 200ml warm or cold water	
	1.5kcal/ml 9 scoops (78.9g) in 180ml warm or cold water	
Scoop size	8.8g	
Scoop Colour	Green	
Lid Colour	Translucent Blue	
Packaging is fully Recyclable	Yes	
Halal Certification	YES from MUIS (Majlis Ugama Islam Singapura)	
Recommended Selling Price (RRP)	400g – RM40.50 900g – RM83.90	400g – RM51.50 850g – RM102.00

4. Is there a recipe change for Nestlé® Enercal® Complete as compared to Enercal Plus®?

- With the new launch of set of ingredients of MentAlert™, the Vitamin B levels have been upgraded.
Note: Vitamin B2 and Vitamin B6

5. What is the recommended serving per day for Nestlé® Enercal® Complete?

- You can consume 2 servings of Nestlé® Enercal® Complete a day or as per recommended by your Healthcare Professional.

6. What is the preparation method for Nestlé® Enercal® Complete?

- Nestlé® Enercal® Complete offers flexible reconstitution/mixing of either 1.0 kcal/ ml or 1.5 kcal/ ml of calories depending on individual needs or recommended by your healthcare professional.

- To mix 1kcal/ml, add 6 scoops (52.6) of Nestlé® Enercal® Complete® to 200ml of lukewarm or cold water.
- To mix 1.5kcal/ml, add 9 scoops (78.9) of Nestlé® Enercal® Complete to 180ml of lukewarm or cold water.

7. Is Nestlé® Enercal® Complete a Complete and Balanced Nutrition?

- Yes, Nestlé® Enercal® Complete is complete and balanced, with 34 Key Nutrients including all important vitamins, minerals and FOS.

8. Is Nestlé® Enercal® Complete a new product under Nestlé?

- Nestlé® Enercal® Complete has recently being rebranded from “Enercal Plus®”, a product which was previously supplied and sold by Wyeth Malaysia.
- This rebranding exercise is undertaken by the brand owner Société des Produits Nestlé S.A. in South-East Asia.

9. What is the MentAlert™ and Which Vitamin helps in this benefit?

- MentAlert™ is a scientific blend of Vitamin B1, B2, B3 that release energy to fuel your body. Powering up your day with energy will support your mental alertness and reduce fatigue.
- Supported by Vitamin B5, Iron, Vitamin C and Folic acid.

10. What are the benefits of having MentAlert™ in Nestlé® Enercal® Complete?

- MentAlert™ helps in powering up your day with energy will support your mental alertness and reduce fatigue.

11. What is the source of Prebiotic FOS and the benefits of having Prebiotic FOS in Nestlé® Enercal® Complete?

- Prebiotic FOS (Oligofructose) is a type of dietary fibre and it comes from chicory plant.
- It helps to promote the growth of good bacteria in your gut to support good digestion.

12. What is the source of Lutein and what is the benefits of having Lutein in Nestlé® Enercal® Complete?

- The source of Lutein is from Marigold Flower.
- Lutein is a predominant substance found in the eye that helps to filter blue light and reduce the risk of eye damage. Together with Vitamin A, it supports the functioning of the eye.

Allergies

13. What are the potential allergens that can be found in Nestlé® Enercal® Complete?

- Cow’s milk ingredient and Soy
- Please consult your healthcare professional on suitability if you are allergic to the allergens as stated above.

Cholesterol

14. Is Nestlé® Enercal® Complete Low in Cholesterol?

- Yes, Nestlé® Enercal® Complete is low in Cholesterol.
[if asked how much cholesterol] It contains only 0.01g/serve. (For 1kcal/ml)

Sugars Content

15. Does Nestlé® Enercal® Complete contain sucrose? What is the sucrose content in one serving of Nestlé® Enercal® Complete?

- Yes, Nestlé® Enercal® Complete contain < 1 tsp of sucrose per serve (4.7g per serving) less than 1 tsp (4.7g) per serving.

Maltodextrin

16. Maltodextrin is the main ingredient in Nestlé® Enercal® Complete. Could you please advise why is this being added in your product? It it true Maltodextrin is bad for health?

- Maltodextrin is a type of carbohydrate found naturally in food such as rice, corn potatoes. Maltodextrin is used as a carbohydrate source in Nestlé® Enercal® Complete.
- Maltodextrin is not hazardous to health, and it is safe for consumption.

Lactose Free & Gluten Free

17. Is Nestlé® Enercal® Complete lactose free?

- Nestlé® Enercal® Complete contains 0.5g of lactose per 100g. For lactose intolerant individuals, please consult your healthcare professional on suitability of consuming Nestlé® Enercal® Complete

18. Is Nestlé® Enercal® Complete gluten free?

- Yes, Nestlé® Enercal® Complete is Gluten Free.

Flavour

19. What are the available flavours for Nestlé® Enercal® Complete? Is there Chocolate Flavour?

- Nestlé® Enercal® Complete only comes in delicious vanilla flavour. However, you can add a bit of cocoa powder to the product if you wish. Please follow the suggested mixing instructions as per the label.

Milk Source & Manufacturing & Packaging

20. Where is the milk source of Nestlé® Enercal® Complete?

- The milk source of Nestlé® Enercal® Complete is from Europe.

21. Where is Nestlé® Enercal® Complete being manufactured?

- Nestlé® Enercal® Complete is manufactured in Singapore.

22. I notice there is a change of manufacturer as compared to Enercal Plus®?

- Effective 1st of December 2023, Nestlé Products Sdn. Bhd. (“Nestlé Malaysia”) has taken over the supply and distribution of the Enercal product range in Malaysia from Wyeth Nutrition Sdn Bhd.
- Nestlé® Enercal® Complete is now distributed by Nestle LTP. And at Brunei, it is now being distributed by Kim Teck Cheong Grandtop Sdn Bhd.

23. Do I still contact Wyeth Consumer Careline for further information regarding to the product?

You will can now reach out to our Nestlé Consumer Services team at 1-800-88- 3433, 24 hours daily.

24. Is the packaging of Nestlé® Enercal® Complete recyclable?

At Nestlé, we are working towards making sure that our products are made of sustainable packaging. With the recent innovation, the new packaging of Nestlé® Enercal® Complete is now designed to be fully recyclable. To facilitate and encourage recycling, the new packaging features the new Recycling Guide Box, indicating which parts of the packaging material can be recycled. To recycle the finished can of Nestlé® Enercal® Complete, please separate and rinse the plastic cover, plastic scoop and the empty can and peel off the foil before recycling them.



25. What is the shelf life for Nestlé® Enercal® Complete 400g and 850g?

The shelf life of Nestlé® Enercal® Complete 400g and 850g are 3 years respectively.

Pricing and Availability

26. What is the Recommended Retail Price (RRP) of the new Nestlé® Enercal® Complete?

Nestlé® Enercal® Complete 400g – RM51.50
 Nestlé® Enercal® Complete 850g – RM102.00

27. There is a price increase as compared to previous ENERCAL PLUS®, may I know why?

At Nestlé, we always strive to keep the prices of our products affordable and meet the needs of our consumers. However, with the rising cost of raw materials globally, including skimmed milk powder and other ingredients, price adjustments are required to mitigate these cost pressures and ensure that we can continue to provide high quality products to our consumers.

28. Where can I purchase Nestlé® Enercal® Complete?

- Nestlé® Enercal® Complete is currently available in all major retailers as we are also online at our Nestlé official store on Lazada and Shopee.

- You may also follow us on Facebook at <https://www.facebook.com/EnercalPlusMY/> for the latest news and promotions regarding Nestlé® Enercal® Complete.

27. Will there be free samples of Nestlé® Enercal® Complete?

Please visit our website at [Enercal Plus | Dear Nestlé \(dearnestle.com.my\)](https://www.enercal.com.my/) for the latest information on product sampling or follow us on Facebook at <https://www.facebook.com/EnercalPlusMY/> for all updates on Nestlé® Enercal® Complete.

Suitability

28. What is the age indication for Nestlé® Enercal® Complete?

Nestlé® Enercal® Complete is for individuals of 18 years old and above.

29. Is Nestlé® Enercal® Complete suitable for children?

Nestlé® Enercal® Complete is a nutritional supplement specially formulated for adults. For children, it is recommended to choose a growing up milk for them which better suits their nutritional needs.

30. Is Nestlé® Enercal® Complete suitable for Lactose intolerant individuals?

Nestlé® Enercal® Complete contains 0.3g of lactose per serving (1kcal/ml). For lactose intolerant individuals, please consult your healthcare professional on suitability of consuming Nestlé® Enercal® Complete.

31. Is Nestlé® Enercal® Complete suitable for vegetarians?

Nestlé® Enercal® Complete is a cow's milk-based product.

32. Is Nestlé® Enercal® Complete for meal replacement?

Yes, Nestlé® Enercal® Complete can be taken in between meals or as a meal replacement with scenarios below:

- a. Busy Healthy Individuals: You can replace 1 meal with 1 serving of Nestlé® Enercal® Complete.
- b. Weight Loss: You can replace 1 meal with 1 serving of Nestlé® Enercal® Complete.
- c. Weight gain: No, we advise you to consume 2 servings of Nestlé® Enercal® Complete as an additional to your daily meal intake (3 main meals and 2 snacks).

33. Is Nestlé® Enercal® Complete suitable for tube feeding patients?

For tube feeding, please consult your healthcare professional for further advice.

34. Is Nestlé® Enercal® Complete suitable for diabetic / pre-diabetic patients?

Nestlé® Enercal® Complete is formulated for individuals without diabetes. However, you can consult your healthcare professional to get their advice if you wish to consume Nestlé® Enercal® Complete.

35. Can women with fibroid take Nestlé® Enercal® Complete as it contains soy protein?

Protein in Nestlé® Enercal® Complete contains 50% whey protein and 50% soy protein, please consult your healthcare professionals for further advice.

36. Can cancer patient take c as it contains soy protein?

For cancer patients requiring nutritional supplementation, they may take Nestlé® Enercal® Complete with their healthcare professional advice.

37. I'm pregnant, can I take Nestlé® Enercal® Complete?

Nestlé® Enercal® Complete is formulated for adults. For pregnant mothers, please consult your healthcare professional for further advice on suitability of consuming Nestlé® Enercal® Complete.

38. Is Nestlé® Enercal® Complete suitable for patients with high uric acid?

Nestlé® Enercal® Complete has a high protein content. Please consult your healthcare professional for further advice on suitability of consuming Nestlé® Enercal® Complete.

Product Comparison

39. How is Nestlé® Enercal® Complete different as compared to Ensure Gold?

- Nestlé® Enercal® Complete and Ensure Gold are both complete and balanced nutritional supplement for adults. However, Nestlé® Enercal® Complete comes with high quality protein blend with 50% whey and 50% soy protein to support muscle strength, while Ensure Gold contains casein besides whey and soy protein. Whey protein is easier to digest as compared to casein.
- Nestlé® Enercal® Complete now is with MentAlert™, a scientific blend of Vitamin B1, B2, B3 that release energy to support your mental alertness and reduce fatigue
- Besides that, Nestlé® Enercal® Complete is now formulated with 26% less sucrose as compared to previous formulation with the same great taste.
- On top of that, Nestlé® Enercal® Complete contains lutein and Vitamin A for the essential functioning of eyes. Not only that, Nestlé® Enercal® Complete also can be mixed for a higher calorie concentration at 1.5kcal/ml for individuals who are nutritionally compromised and require energy dense formula for daily intake.
- (Information based on product labels as of 18th Jan, 2024, to be reviewed from time to time basis.)

40. How is Nestlé® Enercal® Complete different as compared to Nestlé® Omega Plus?

Enercal Plus® is a complete and balanced nutritional supplement for adults to support their nutritional needs for MentAlert™, Strength and Digestion while Nestlé® Omega Plus is a product to help lower cholesterol level.

**explain further using the table below if asked on certain nutrients.*

Nestlé® Enercal® Complete	Nestlé® Omega Plus
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Is specially formulated as an Adult Nutritional Formula that comes with 34 key nutrients.	High calcium milk that contains ActiCol, 1.2g plant sterols which helps lower cholesterol
High quality of protein blend (50% whey and %50 soy) to support muscle strength.	High in protein and calcium, 49% reduced fat compared to full cream milk.
Contains Omega 3 & 6	Contains Omega 3 & 6
Contains Vitamin A,C,E and Selenium that supports immune function	Contains Beta-glucan that helps lower cholesterol
Versatile Mixing – 1 .0 and 1.5kcal	Does not have versatile mixing feature.