

## **Whale Labs Pty Ltd**

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# **BVC FAQs and Additional Clarifications**

Issue 1, November 3rd 2019

## **Will collecting venom harm my bees, short or long term?**

Collecting bee venom has not been documented to affect a hive's health in the short term. Whale Labs' bee venom collectors are specifically designed to preserve the lives of the bees and allow them to function as usual when collection is not being done.

## **Who can I sell bee venom to, and for what price?**

There are many buyers out there, local and international, including allergy therapy and treatment clinics, acupuncturists, pharmacies, researchers such as oncologists, and more. Pure bee venom can sell in excess of \$100 per gram, though Whale Labs does periodically offer to buy it for \$60 per gram if no buyers are found.

## **Are there any restrictions on shipping bee venom to buyers, and how do I ship?**

Domestically, there are currently no restrictions on shipping bee venom (correct as of October 2019). However, shipping overseas will of course be subject to local import conditions. Selling to Australian purchasers (for those purchasing a bee venom collector internationally) is subject to BICON (Australian Biosecurity Import Conditions). It is best to ship bee venom by the fastest method possible in a sealed dark glass container in order to preserve its quality.

## **How do I store the bee venom I collect?**

Similarly to shipping bee venom, it should be stored in a sealed dark glass container, but it should also be kept in the freezer. With this method, bee venom can be kept stable for years.

## **Can I collect during inclement weather?**

When it is very windy, bees may have difficulty landing on a bee venom collector, so it is best to not collect from a hive unless the hive is well sheltered from the wind in these conditions. If it is misty/foggy, not only may this cause condensation on or inside a bee venom collector, it may also prevent the bee venom from drying. The moisture within the bee venom needs to evaporate in order for it to crystallise.



If the venom does not evaporate at a normal rate, it is much more likely for pollen, dirt and other contaminants to land in the liquid venom and result in a higher percentage of contaminants. Typically in regular weather where the bee venom can dry at a sufficient rate, minimal contaminants are able to get trapped within it.

## How long should I leave a bee venom collector running at the front of a hive?

1-2 hours. Anything longer may have a detrimental effect on a hive's performance as they may not resume their typical duties fast enough. If a hive happily deposits venom on a collector for up to two hours, then it should be left on, otherwise it should be switched off after the first hour.

## How many times should I collect venom each week?

A safe rule of thumb is to do it no more than once per week, as doing it more often will have diminishing returns on how much venom is collected due to bees not replenishing their stocks.

## How much venom can I collect from my hive?

We simply cannot provide a guarantee due to all hives being different. Smaller hives may produce anywhere between 100mg-1g per collection panel. We typically get 250mg-1g in 1-1.5 hours when we collect. Larger hives can easily deposit significantly more. In winter the figures may be slightly lower.

## Will using the tool harm my bees?

We generally consider it a harmless process, though very occasionally a dead bee may be found around a collector, typically caused by them getting into a fight with another bee during collection.

## What is the power source?

For a BVC Mk1, it takes 10x AA 1.5V AA Alkaline Batteries, or 1.2V AA Rechargeable Batteries – with AA Alkaline batteries installed, you should reach around 30-50 hours of run time. Rechargeable is lower.

## A wire on my collector loosened or snapped - how can I fix this?

Currently no other manufacturer of bee venom collectors provides any kind of warranty on their wires, as damage typically arises from mishandling of the devices. We provide a one month warranty on wires, as any

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detensioning during this timeframe will clearly be due to a manufacturing fault, but regardless of it being inside or outside of the wire's warranty, there are two ways for the wires to be fixed.

Each wire is independent from the next, so we can ship you spare wires (free within wire warranty or for a fee outside of wire warranty) with a guide of how to remove the old one and install the new one. Rather than wires being soldered in place, as some manufacturers do, which prevents most people from repairing their own devices, all you need to change wires on a Whale Labs BVC is the wire, a Phillips head screwdriver, and a pair of pliers.

Alternatively, we can receive the collector back and perform any repairs ourselves. This option is not available to overseas purchasers due to Australia's regulations on used beekeeping equipment.

**For any other questions, please email [business@whalelabs.com.au](mailto:business@whalelabs.com.au), and we will add the answers to this list.**