

dawtec

WHEN GREEN
TECHNOLOGY
MATTERS

Company Profile 2018

History

Established in 2002, Dawtec first specialized in solar water heaters. The startup was equipped with sheer determination, high motivation, and a big dream to introduce to the Lebanese market renewable energy products and promote environmental awareness in the community. From this position we were early to recognize the opportunity to develop new products and present new products and services to meet specific market needs.

Mission

Our mission is to become a world leader in innovation and development of new renewable energy products and an internationally recognized firm for its social responsibility and ethical behavior.

Product Range

Dawtec is proud to be manufacturing two of its patented products. In addition, Dawtec supplies a wide range of solar and wind energy products. The following is the list of items that we supply to the market:

- Solar Water Heating Panels
- Solar Water heating systems
- Controllers and accessories for solar water heating systems
- PV Panels
- Inverters
- Batteries
- Charge controllers
- Wind turbines
- Solar pumps
- Data logging and monitoring systems for both thermal and electrical solar systems
- Accessories for off-grid and tie-grid PV systems

Services

- ❖ EPC services: Dawtec has been involved since its establishment in several large scale EPC contracts with UNDP, UNICEF, USAID, and main national engineering firms in Lebanon.
- ❖ O&M services: Several maintenance contracts that has been running for more than 5 years with high client satisfaction level.
- ❖ Energy Auditing: Dawtec is one of the few companies listed by the Ministry of Energy and Water (MEW) in Lebanon to conduct energy auditing and energy analysis, recommend

solutions, and issue NEEREA reports. These reports are necessary for projects to benefit from the subsidized loans offered by BDL.

Innovation

One of the reasons why we are in this business is our love for innovation and development of new products and services. Since its establishment, Dawtec has been involved in the development of six innovative renewable energy products. Three of which have been recognized on the national level and have achieved green awards, innovation awards, and industrial achievement awards. Two of these are being manufactured in our manufacturing facilities and represent 60% of our sales.

Social Responsibility and Ethics

Perhaps what really differentiates us from other local companies is our social responsibility, ethics, and our love and responsibility to the environment and its sustainability. It is well known, especially in our part of the world, that it is the connections and the unethical methods you follow to get a job or close a deal; it is well known to follow the unethical practices and procedures to increase margins of profit; it is well known to use people in power to get jobs done or to get through without making a job done; it is well known to not to declare chemicals you are using; it is well known to follow any practice disregarding its environmental impact and or social impact in order to make more competitive offers or increase your profit; the list goes on and on... At Dawtec, we truly believe in tomorrow and we truly believe that we should be ethical and socially responsible to have a tomorrow. This is our culture and this is what we emphasis.

International Partners

Along our years of experience, we have established international partners throughout the world. Some partnerships are bound by international contracts, some by simple MOU's and some by verbal agreements and proven track record of business transactions for more than 15 years. The following is a list of international firms with partnership agreements:

- Tamesol / Spain
- Jinergy / China
- Andreas Ioannides Energies International / Cyprus
- Fortis Wind Energies / Holland
- Ruty Energy / China
- G2 Metal / Lebanon

Complete Control

Since 2002, Dawtec has been operating independently. With our head offices, manufacturing facility, and warehouse on one site we are able to successfully maintain complete control of manufacturing quality, finishing, stock control, delivery, installation, and above all customer service. By maintaining this total control we are confident that your renewable energy products will arrive where you want it, how you want it and when you want it. That is our guarantee to you.

Facilities and Team Composition

Currently we operate two facilities. The first one is in the industrial city in Jisr El Bacha-beirut-Lebanon. This facility includes the head office, the manufacturing facility, and the warehouse. The team from this facility handles R&D, accounting, business development, marketing, stock control, HR, manufacturing, maintenance, engineering and design, delivery, presales, and after sales services. The second facility is located in Damour-main highway to Beirut-south Lebanon, the facility consists of an indoor showroom and an outdoor area to display products. The team in this facility handles presales, and sales only.

Quality Guaranty

All our products are supplied with written warranties. All solar water heaters have warranties for 5 years from date of purchase and we have a successful track record of handling all claims from clients. This also differentiates us from other companies which leaves no reason to give just to avoid any free of charge replacement of products under warranty.

Targeted Relationships

We do not pretend to be “all things to all people”, or the “best at everything”. Our goal is to develop long term, mutually beneficial partnerships with companies and individuals that require our core product and service offerings.

Customer Satisfaction Surveys

At Dawtec we are constantly looking for feedback on ways to improve our processes. Customers are surveyed regularly to ensure they are completely satisfied with our product and service offerings.

Recognition and Awards

"A company that feels appreciated and recognized will always do more than it is expected" so you can imagine how proud we are having had a good share of national and international recognition for our innovative products and services. Among which are listed below:

- ✓ 3 star rating (Highest Rating) from MEW (Ministry of Energy and Water) and LCEC (Lebanese Centre for Energy Conservation) / 2017 / Lebanon
- ✓ MIT-Grow My Business award from Audi Bank and MIT/ 2014 / Lebanon
- ✓ GIST-Tech1 competition finalist from US department of State / 2013 / Malaysia
- ✓ Green Mind Award / 2012 / Lebanon
- ✓ Market Leader Award from MEW and LCEC / 2011
- ✓ LIRA (Lebanese Industrial Research Achievement) / 2008