



GLOBAL EXPERIENCE.
Unlike any other.

Duncan Aviation provides Global operators the ability to maximize an aggressive downtime with true one-stop capabilities that include paint, interior refurbishment, and a wide variety of avionics upgrades. We have excellent relationships with the OEM, the FAA and EASA and are certified for nine additional oversight authorities.

In our experience, operators are most concerned with a service provider's quality, communication, and delivery. Our customers have given us a 98% quality approval rating and a 97% approval rating for communication. Over the last three years, Duncan Aviation's on time delivery rate for large Global maintenance and refurbishment events is 97.3%

www.DuncanAviation.aero/globals

DUNCAN
AVIATION



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MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

Duncan Aviation has three full-service facilities located in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah. These facilities provide nose-to-tail services for Bombardier aircraft including airframe, engine, paint, interior, avionics upgrades, landing gear, component repair and parts services. Customers who stay on-site to oversee their project have complete access to the aircraft from their conveniently located courtesy offices.

Customers are also supported by a network of 27 satellite shops and 12 rapid response dispatch offices located throughout the United States. Duncan Aviation AOG services include airframe, avionics, engine and parts support and can be quickly dispatched worldwide. A Duncan Aviation team is no more than 150 nm from the top 100 busiest business jet airports in the United States.

Over the last 25 years, Duncan Aviation has invested more than \$313 million in new facilities and increased capabilities to better serve customers and their aircraft.

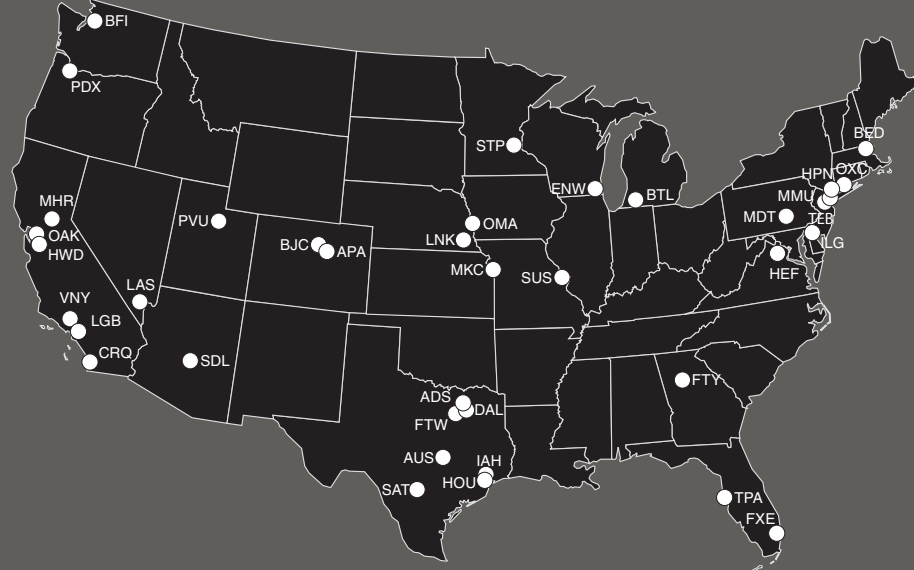
"The Challenger/Global hangar...is second to none and is designed around efficiency, which improves the customer experience."

Wesley Landgraf, Director of Maintenance for Midland Financial Co.



"When looking for a maintenance facility, I wanted to work with an organization that has an easy to use communication system, experienced and friendly personnel. I was pleasantly surprised by my first visit to Duncan Aviation. The facilities are large and encompass complete business aircraft capabilities, and I continue to have access to my airplane."

Fabio Moritz, Brazil



Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah



Lincoln Customer Offices

KNOWLEDGEABLE and experienced airframe-specific teams

Global operators have the support of technical teams who know and understand the Global airframe. These teams include technical sales representatives able to provide complete and accurate quotes based on years of Global maintenance and refurbishment experience, tech reps able to help with troubleshooting and OEM relations, engine technicians with Rolls-Royce authorization for Corporate Care work, aircraft sales and acquisitions experts with years in the Global pre-owned market, and more than 200 Global technicians with an average of 14 years of experience at Duncan Aviation.

Dedicated project managers are assigned to each aircraft project to provide one-on-one interaction with the customer and ensure the project meets critical milestones. Each project manager has a limited number of projects in work at a time, has a minimum of 15 years of technical experience and an average of 25+ years of aviation experience.

Over the last 25 years, Duncan Aviation has invested more than \$53 million in technical and leadership training for its team members.

"The team members at Duncan Aviation are excellent. It is evident that they care and are passionate about their professions and the company."

Peter Grabham, Director of Maintenance for Pratt Aviation



"Without a shadow of a doubt, the Duncan Aviation facility and experience has been and continues to be the most impressive in my 25 years in aviation. From the hangar cleaners to the top-end management, everyone is there to help. They honestly love what they do and take great pride in doing it."

Chris Stephan, Pilot, Engineer and Maintenance Supervisor, TAG Aviation



Provo, Utah



Battle Creek, Michigan

"Duncan Aviation's quality is second to none. I've been using Duncan Aviation since 2002 and I'm impressed with the service every time I bring an inspection there. The teams that I have worked with always make me feel that they are just as concerned with my aircraft as I am. In 14 years, I have never missed an out-date. I believe the Duncan Aviation technicians are as proud of that as I am."

Scott Kershaw, Chief of Maintenance for Aramark



Todd Shriner (right), Bombardier Tech Rep, has been an integral part of the Duncan Aviation Bombardier program since 2007.

Lincoln, Nebraska

EXCELLENT PROJECT MANAGEMENT and communication through myDuncan

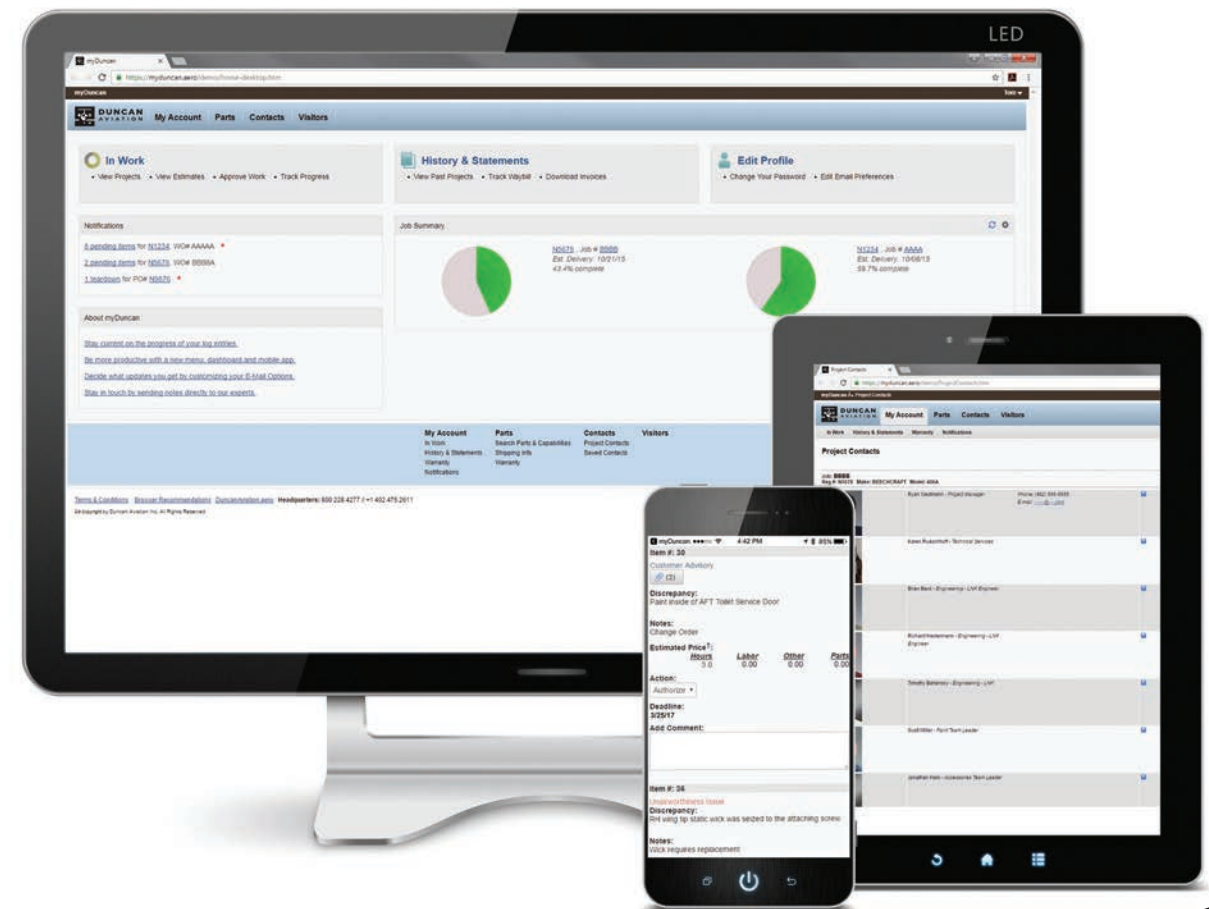
myDuncan, a web-based portal that allows customers unlimited access and better control of their projects from anywhere in the world, is available to all Duncan Aviation customers, transforming their computers and mobile devices into “virtual offices” to manage their aircraft projects. Of the 1,820 aircraft projects delivered in 2020, a majority were managed off-site, allowing the aircraft representatives to stay current on project status, item approvals and budget while keeping up on things at work and at home.

Through myDuncan, customers receive email alerts, job status reports and updates from their project managers with hour and cost estimates for all phases of the project. They are kept aware of items that need attention and approval and are able to view and comment on reports and photos. myDuncan works on any mobile device, which fits in great with today’s instant-access, mobile world.

Excellent project management and communication are vital for a successful project that is completed on time and on budget. Nine of 10 Duncan Aviation customers report that their aircraft project was completed on time with no budgetary surprises. myDuncan has helped Duncan Aviation maintain that customer rating as one of the highest in the industry.

“I use myDuncan on an iPad and it is very easy to understand. It makes it easy to share project status with the aircraft’s owner and invoice control is quick and accurate.”

Colin Solley, Accountable Manager for Excellence
 Aviation Services Ltd in the United Kingdom



“We use myDuncan whenever we have a major maintenance event going on. Even though we are only 20 minutes away from the Duncan Aviation facility in Battle Creek, it’s still nice to be able to monitor and approve items remotely. It’s a great communication tool and a great way to keep track of the status/cost of your aircraft maintenance event.”

Greg Hamelink, Senior Manager of Flight Operations and Maintenance

A PICTURE is worth 1,000 words.

Duncan Aviation is well known for its custom interior, paint and avionics upgrade solutions. Our teams have decades of experience in developing custom designs and provide high-quality installations with a personal touch.

Modifications include:

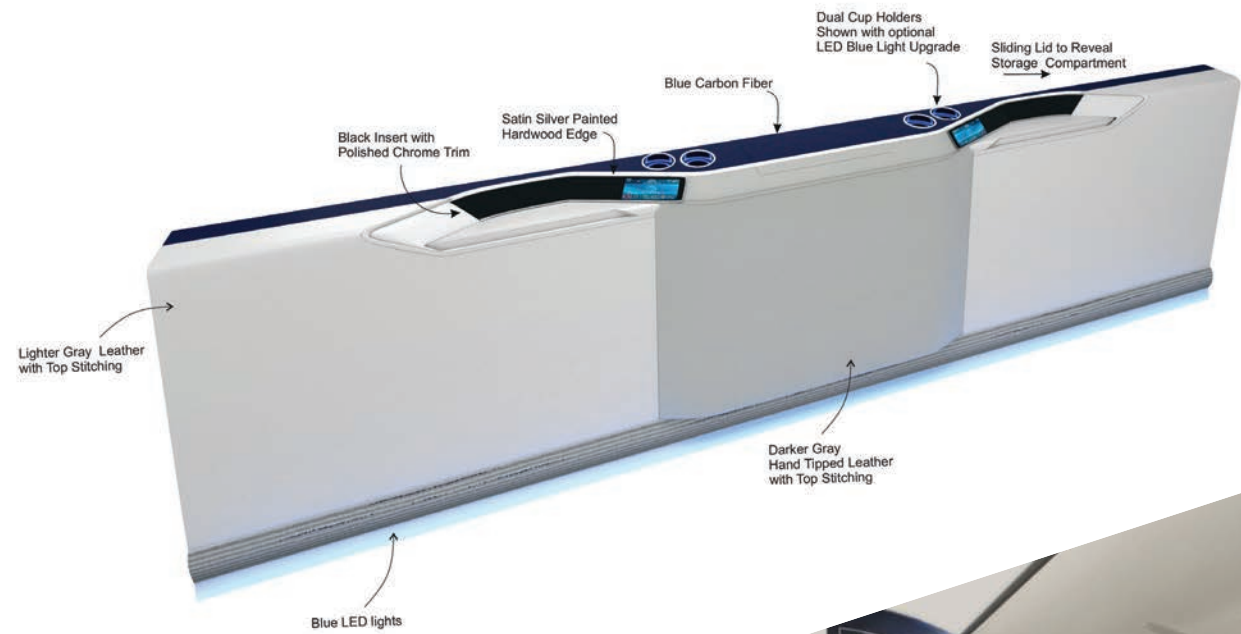
- Installation and certification of 16G dynamic seating
- Custom cabinetry with stone and/or synthetic finishes
- Innovative finish solutions
- Unique and personalized material selection with the option for 3D rendering support
- In-house engineering capability for reconfigurations and major alterations
- Entertainment, cabin control, and air quality systems
- Connectivity solutions
- LED interior lighting options with mood and color customizations



"The facilities are awesome. The fact that there is a separate, safe storage room for an aircraft's interior items for larger projects is a huge bonus. The customer offices are located conveniently to the aircraft, are clean and comfortable. You are also provided with all the tools you need to conduct your everyday business, like printers, copiers, scanners, faxes, etc."

Scott Kershaw, Chief of Maintenance for Aramark

WATCH A VIDEO OF THIS REFURBISHED GLOBAL EXPRESS:
www.DuncanAviation.aero/videos/global-express-refurb



FOR TAXI, TAKEOFF AND LANDING: FASTEN SEAT BELT AND SHOULDER HARNESS. RAISE SEAT BACK, STOW LEG REST, FACE SEAT FWD AND TRACK FULLY OUTBOARD AND AFT. LIFE VEST IN LEG REST



VIEW THE GALLERY, WATCH THE HYDRODIPPING VIDEO, LISTEN TO THE PODCAST, AND MORE ABOUT THIS REFURBISHMENT:
www.DA.aero/resources/global-express-xrs-refurbishment



WATCH A TIMELAPSE OF THIS UNIQUE PAINT SCHEME:
www.DuncanAviation.aero/videos/custom-paint-job

