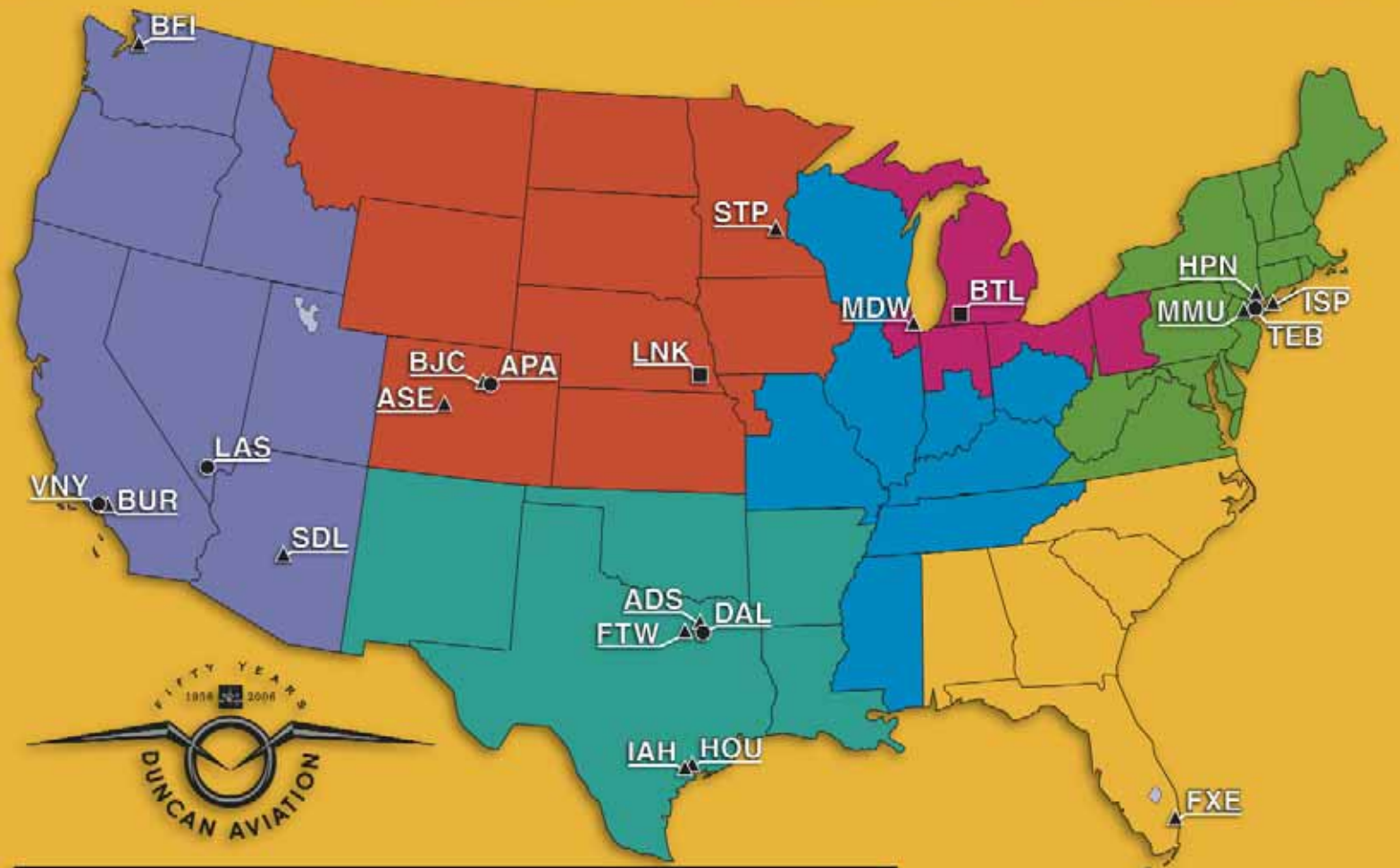


# DUNCAN AVIATION SERVICE FACILITIES



COMPLETE SERVICE FACILITIES		
LNK	Lincoln, Nebraska	800.228.4277
BTL	Battle Creek, Michigan	800.525.2376
AVIONICS INSTALL & LINE SERVICE FACILITIES		
APA	Denver, Colorado	Manager: Matt Nelson 303.649.1790
DAL	Dallas, Texas	Manager: Kent Beal 214.352.3468
LAS	Las Vegas, Nevada	Manager: Mark Francetic 702.262.6142
TEB	Teterboro, New Jersey	Manager: Terry Markovich 201.288.1550
VNY	Van Nuys, California	Manager: Tony Russo 818.902.9961
AVIONICS LINE SERVICE FACILITIES		
ADS	Addison, Texas	Manager: Kent Beal 214.352.3468
ASE	Aspen, Colorado	Manager: Matt Nelson 303.410.7053
BFI	Seattle, Washington	Manager: Mike White 206.764.3962
BJC	Broomfield, Colorado	Manager: Matt Nelson 303.410.7053
BUR	Burbank, California	Manager: Tony Russo 818.955.8413
FTW	Ft. Worth, Texas	Manager: Kent Beal 817.740.9266
FXE	Ft. Lauderdale, Florida	Manager: Brian Redondo 954.771.6007
HOU	Houston, Texas	Manager: Sean Maddox 713.644.0352
HPN	White Plains, New York	Manager: Ernie Della Vecchia 914.686.8294
IAH	Bush Intercontinental, Texas	Manager: Sean Maddox 281.821.2689
ISP	Long Island, New York	Manager: Ron Glannini 631.981.1080
MDW	Chicago, Illinois	Manager: Rick Eveleigh 773.284.4600
MMU	Morristown, New Jersey	Manager: Terry Markovich 973.326.1110
SDL	Scottsdale, Arizona	Manager: Jim Davis 480.922.3575
STP	St. Paul, Minnesota	Manager: Jeff Delisle 651.209.8430
ADDITIONAL SUPPORT SERVICES		
Avionics, Instrument & Loaners	Free 24/7 Technical Support	800.562.6377
Accessory & Propellor Capabilities	Free Technical Support	800.228.4277
Rapid Response AOG Services	24/7 In-Field Airframe & Engine/APU	877.522.0111
Parts Support Services	24/7 Parts Sales & Exchanges	800.228.1836

REGIONAL MANAGERS	
<b>TONY YEARY</b>	<b>WESTERN U.S.</b>
Phone:	480.641.3198
Cellular:	602.363.4456
Fax:	480.641.2211
<b>DENNIS BREWER</b>	<b>So. CENTRAL U.S.</b>
Phone:	817.472.6113
Cellular:	817.247.1067
Fax:	817.472.0709
<b>KEVIN MCGINN</b>	<b>No. CENTRAL U.S.</b>
Phone:	402.479.1677
Cellular:	402.430.7303
Fax:	402.479.1532
<b>DAVE LOUDENBACK</b>	<b>CENTRAL U.S.</b>
Phone:	618.467.1802
Cellular:	618.973.5926
Fax:	618.467.1804
<b>RICK RANDALL</b>	<b>GREAT LAKES</b>
Phone:	269.909.8488
Cellular:	269.317.7098
Fax:	269.909.8489
<b>BOB BREGA</b>	<b>NORTHEAST U.S.</b>
Phone:	570.759.2759
Cellular:	570.607.6383
Fax:	570.759.2758
<b>PETE ALVES</b>	<b>SOUTHEAST U.S.</b>
Phone:	205.520.5777
Cellular:	205.317.1008
Fax:	205.858.8606



# Summer 2006

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For more information about the Duncan Debrief publication, contact Duncan Aviation's Marketing Communications team at 402.475.2611.

DUNCAN AVIATION LNK

#1

BEST AVIONICS CENTER

VOTE DETERMINED BY READER BALLOTS

IN THE

2006

PROFESSIONAL PILOT

PRASE SURVEY

*Murray Smith*

MURRAY SMITH, PUBLISHER  
PROFESSIONAL PILOT MAGAZINE



Dear Robert,

I wanted to take a moment to convey to you my thoughts and opinions in regard to my numerous visits to Duncan Aviation. Often in this industry, customers take the time to give feedback to a facility only when they feel they have had a bad experience; however, I am compelled to write to you to describe just the opposite.

I have been a service center mechanic and team leader and currently hold the position of Director of Maintenance with International Jet Management, of which I am part owner. In this latest capacity, I have taken airplanes to just about every maintenance facility in this country for the past eight years.

Duncan Aviation is the only facility that I have taken an airplane to, with the exception of my warranty Gulfstreams, in the past three years. This is why.

**The People:** I don't know how you have managed to do it, but you have amassed a work force that apart from being incredibly skilled and experienced, is genuinely proud of what they do and, more importantly, where they are doing it.

I have worked in a facility and have visited facilities where the employees and management are perpetually locked in an "us against them" sort of conflict. In that environment, productivity, work ethic, and willingness to step up to meet new challenges and ultimately make the customer happy are lost.

I can walk through any one of Duncan Aviation's hangars, stop for a moment looking confused (as I often do), and someone will invariably stop what they are doing to ask if they can help. And they are not doing it because they have been instructed to, they do it because they want to. That is obvious.

Nothing else works in a facility like Duncan Aviation if you don't have this type of attitude among the many employees. My company has 45 employees and I strive to create and maintain an environment like the kind I see at Duncan Aviation.

**The Facility:** Clean, organized, efficient, and clean. I mention clean twice because I really like clean. I have had the opportunity to bring a few of our client aircraft owners through Duncan Aviation and they are always awed by the experience. It allows them to grasp the incredible complexity and detail in all of the various types of work and helps to explain why things on airplanes cost so much at times. And back to the clean, and then I'll get off it. Clean, in their minds and my own, equates to professionalism.

**The Products:** There absolutely is a difference in a Duncan Aviation-maintained aircraft. It is the opinion of more than one broker that I have dealt with that a Duncan Aviation log book entry will enhance the resale value of an airplane. Duncan Aviation paint work, as you are aware, is regarded as the best in the industry without a close second. The interior work has no equal in my opinion, either. But avionics and maintenance is where I live, and this is what I would like you to know.

It seems that by nature or by circumstance, I live just slightly behind the curve. Monte Reeves does not get the advantage of long-term scheduling and cozy out-dates when he deals with me. Rather, it is always last-minute, theoretically impossible or so inundated in foolish political considerations that project managers at other facilities would likely dismiss me. But I think in some odd way, Monte Reeves actually enjoys it. It pains him to tell me something can't be done and I love that.

Last year we had one of our Astras trying to leave at the conclusion of a "C" Check. The aircraft was fighting us and we had a hugely important trip to make.

Rob Anderson, a wonderfully strange, intelligent and perpetually happy guy, worked along with his crew an entire day and night without rest to launch the airplane. The aircraft departed at sunrise and we made our trip. That, at least in my experience, does not happen at other facilities and that entire crew deserves accolades for that kind of effort. I know it was painful for them.

I could recount many good experiences at Duncan Aviation and in the future I will. As time goes on, I become more aware of what it takes to get the job done, and the importance of pointing out when people do well. Thanks for your time, and please make my opinions known. Often I get too busy to give them.

Don't change anything!

Kress Latham

Director of Maintenance, International Jet Management

## "Changing" for the Better

As I have said before, I get the greatest satisfaction and pride when a customer comes up to me and tells me about a great Duncan Aviation experience. So you can imagine my pride when I read the letter printed here. In it you will find the reasons that Mr. Kress Latham believes Duncan Aviation is the place for aviation professionals to come for an experience, unlike any other.

Why is that? Allow me to expand on Mr. Latham's points. People in the aviation industry thrive on relationships and trust. Duncan Aviation delivers both these important interactions to customers every minute of every day. How, some people ask? The answer is simple. We adhere to our time-tested values, believe in and invest in our people and work ceaselessly to do "the right thing" for our customers and employees.

Mr. Latham refers to several factors he believes makes Duncan Aviation special and unique. He mentions people, facility cleanliness, perceived value and customer commitment. However, no one person can take credit for hiring quality people, providing a clean facility, producing products to which industry perception assigns additional value and maintaining a "can do" attitude, even under the most adverse of conditions. The desire to be helpful is a part of Duncan Aviation culture that has been woven throughout the company for 50 years. It is a trait that is both internal and external, and one that demonstrates to customers our desire to be of service, even at the fundamental level of just plain friendliness.

Mr. Latham's industry observations note an occasional "us against them" conflict at some other facilities. Within a framework of team building, team concepts and true teamwork, a conflict like that is truly an alien notion. It does not promote the harmonious relationships that

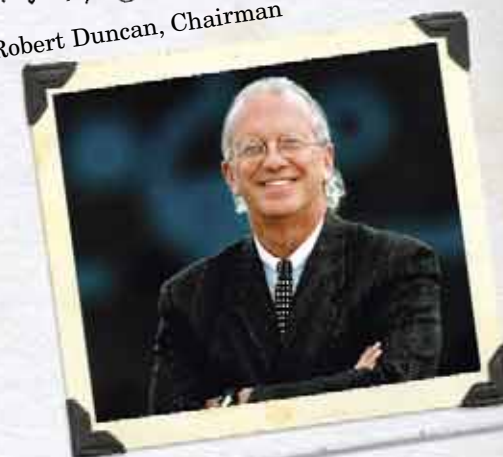
Duncan Aviation encourages and nurtures or the trust that operators place in the people who perform their service.

Mr. Latham concludes his letter by telling us: "Don't change anything!" That is the only thing in his testimonial with which I don't agree. Navigating the transitions of aviation and providing sound business philosophy will always require change. The trick is to implement those changes which allow for an even better working environment for employees and an even better working relationship with customers. That is something that happens naturally when one learns from mistakes, grows into objective awareness and uses both to enhance a business to everyone's advantage.

There will be changes at Duncan Aviation from time to time. However, you will never see changes to our core values or our commitment to the customers and the industry we so proudly serve.

Again, change and innovation at Duncan Aviation has always helped us get "better and better." And the fact that we will continue to strive to become better is what will never change!

J. Robert Duncan, Chairman



## Central Management Unit Adds Efficiencies

The Certificated Management Unit (CMU) is a project developed out of the necessity to have one FAA oversight of Duncan Aviation's 20 certificated repair stations. The project will allow Duncan Aviation to operate under one certificate throughout all our facilities.

Under the CMU, all Duncan Aviation repair stations are administered through the Lincoln Flight Standards District Office, where two FAA Supervising Inspectors and six Aviation Safety Inspectors perform surveillance for Duncan Aviation facilities. This process succeeds because it allows one interpretation of the Code of Federal Regulations instead of 20 different regional opinions, which demands a different process for each location to meet the local interpretation. ☒

## Duncan Aviation Opens New Satellite Avionics Shop in Aspen, Colorado (ASE)

Duncan Aviation recently opened its 21st satellite avionics shop, this one located in Aspen, Colorado. Nestled in the middle of the beauty and majesty of the Rocky Mountains, the shop is located at 64 East Airport Road. Matt Nelson manages the facility and Gene Dannenberger staffs the shop full-time.

Call Gene at 303.994.4253 when you're in need of Duncan Aviation service in the middle of Colorado's Rocky Mountains at Aspen, Rifle and Eagle Airports. ☒

## Duncan Aviation Hires New Satellite Shop Manager for Chicago Avionics Shop

Duncan Aviation is pleased to announce that Rick Eveleigh has accepted the position of Chicago Satellite Shop Manager. Rick has 27 years of aviation experience beginning in the United States Air Force then moving on to work for Boeing in defense contracts and Bombardier and National Jets in general aviation. His extensive experience includes all aspects of electrical components, instrumentation and metrology.

Rick is a great addition to Duncan Aviation's satellite network. Give him a call in Chicago at 773.284.4600. ☒

## Professional Pilot's PRASE Survey Results

The results are in. Duncan Aviation received top awards again this year from *Professional Pilot* magazine's PRASE Survey, an independent survey of the magazine's readers. Duncan Aviation—Lincoln received the #1 Avionics rating and the #1 Maintenance rating. Duncan Aviation—Battle Creek received the #2 Avionics and the #3 Maintenance ratings. And Duncan Aviation—Teterboro was named the #9 Avionics Shop. ☒

## Duncan Aviation Signs Six More Falcon 50 Pro Line 21 Retrofits to Glass Box Project

Duncan Aviation's Glass Box Project recently added six more Falcon 50 Pro Line 21 retrofits to its list of projects. This is significant because so far in 2006, we have completed, started or scheduled eight Falcon 50s for the Pro Line 21 upgrade. This marks a milestone for the Falcon 50 market because when they are complete, a full 10% of existing Falcon 50s will be retrofitted with a Pro Line (4 or 21) product. This will make Rockwell Collins' "Pro Line" one of the most successful avionics retrofit product lines in the industry. The installations will take place over the next 10 months at Duncan Aviation's facilities in Battle Creek, Michigan, and Lincoln, Nebraska.

"There is a great deal of momentum in the market toward Glass Box retrofits. The benefits of increased safety, reduced pilot workload and increased aircraft value are really hitting home with pilots and owners," says Dennis DeCook, Duncan Aviation Avionics Sales Representative. "Our Falcon 50 Glass Box experience allows us to offer a value to Falcon 50 operators that is unmatched in the industry."

"The team that we've formed with Duncan Aviation, combined with the proven capabilities of our Pro Line 21 solution, have delivered outstanding results for the avionics retrofit market," says Denny Helgeson, Vice President and General Manager, Business and Regional Systems for Rockwell Collins.



We look forward to furthering our relationship with Duncan Aviation through the continued success of the Glass Box Project."

Duncan Aviation's Glass Box Project, introduced in 2004, is a focused effort to make available the latest in the emerging flat-panel retrofit technology. Reduced downtimes, risk and investment are being delivered with thorough preplanning with customers, the FAA, avionics and airframe OEMs and our in-house engineering team. With nine retrofits on five different platforms already completed and eight more projects in work, Duncan Aviation is leading the AMLCD (Active-Matrix, Liquid-Crystal Display) avionics retrofit movement into multiple airframes with systems from leading equipment manufacturers. ☒

## Duncan Aviation Installs and Certifies First EVS-1000 System in a Falcon 2000

Duncan Aviation recently completed and certified the installation of the Max-Viz EVS-1000 Enhanced Vision Infrared system in a Dassault Falcon 2000. The system features a unique display on dedicated, high resolution, LCD displays mounted above the pilot and co-pilot Multi-Function Flight Displays. This location greatly reduces eye scan during flight operations in darkness and inclement weather.

The EVS-1000 is the world's smallest and lightest Enhanced Vision System. It enables pilots to "see through" conditions of poor visibility such as haze, smoke, snow, rain, and the darkness of night. The Max-Viz EVS-1000 system uses uncooled, long-wave infrared sensors to gather data about runways, terrain and any potential obstacles on the ground or in flight. These images are enhanced, relayed and displayed on any video-capable display system in the cockpit. Please call Joe Spring at 269.968.8875 for more details on the system and installation. ☒

## Duncan Aviation Welcomes Dale Hawkins to the Airframe Sales Team

Duncan Aviation is pleased to announce that Dale Hawkins has accepted the position of Airframe Service Sales Representative. Dale will be focusing on Hawker and Falcon service sales at the Battle Creek, Michigan, facility.



Dale started his aircraft career with Kal-Aero in 1981 as a Flight Line Maintenance Technician. Through the years with Kal-Aero, Dale held the positions of Avionics Install Technician and was then promoted to Installations Team Leader. After the acquisition of Kal-Aero by Duncan Aviation, Dale advanced to the position of Avionics Manager. Most recently, Dale has been helping the Duncan Aviation team create a professional companywide business concept to expand upon our repurchase business.

"Dale's knowledge of aviation coupled with his unique abilities make him a great choice for the Service Sales position, allowing him the opportunity to utilize his talents and demonstrate his passion for sales with both internal and external customers alike," says Jeff Manion, Vice President of Service Sales. "Dale will focus his talents on further building the Hawker Service Sales business for Duncan Aviation in Battle Creek, Michigan, as well as assisting with Falcon airframe service sales as needed."

Dale looks forward to this new opportunity in his aviation career. He can be reached by calling 800.525.2376 or 269.969.8447. ☒

## Keith Kobza Joins Duncan Aviation as Team Leader for Rapid Response Team Expansion in New York

Duncan Aviation's newest Rapid Response team is based in the New York metro area under the direction of Team Leader Keith Kobza.



Kobza has 20 years of extensive corporate aircraft TFE731 and APU experience. His career began at Iowa Western College where he graduated in 1986. He worked for Werner Aviation in Omaha, Nebraska, as an A&P mechanic before coming to Duncan Aviation in 1989. In Duncan Aviation's engine department, Kobza served in various roles, including Engine A&P Mechanic, Qualified Inspector and Team Leader. In 1996, Kobza joined Garrett Aviation's Long Island facility, holding the positions of Engine A&P Mechanic, QA Inspector and TFE731 Team Leader. Kobza accepted Duncan Aviation's New York Rapid Response Team Leader position in November 2005.

Created specifically for road trips, Duncan Aviation's Rapid Response teams can be accessed 24 / 7 and specialize in service of Honeywell products including TFE731 engines & APUs as well as General Electric and Pratt & Whitney powerplants and minor airframe inspection/repair. Convenient locations in Chicago, Denver, Dallas, Fort Lauderdale, and now the New York area, ensure that technicians can arrive at a customer's location quickly. All teams can be accessed at the Rapid Response hotline – 877.522.0111.

For more information, see our "Rapid Response Expanding Opportunities" article on pages 19-20. ☒

## Duncan Aviation Completes Fifth API Blended Winglet Installation on Hawker 800


Adding to Duncan Aviation's long list of Hawker capabilities, Duncan Aviation has recently completed its fifth API Blended Winglet installation on a Hawker 800 at its Battle Creek, Michigan, location.

Duncan Aviation is an authorized installation facility for the API winglets for Hawker 800 and 800XP aircraft. Our experience with this installation gives us a competitive edge, allowing us to offer shorter downtimes and preferred pricing for large worksopes.

"Our customers have been extremely happy with this installation and the performance of their aircraft," says Dale Hawkins, Hawker Service Sales Representative. "Our multiple installations have allowed us to become very efficient, which in turn creates shorter downtimes for our customers. When this installation comes as part of a larger workscope, our one-stop-shop capabilities can't be beat." ☒

## New Avionics and Instruments Warranty Policy

Duncan Aviation has increased warranty coverage for avionics and instrument repairs and overhauls. Repair warranty has increased to one year on labor and parts replaced at the time of repair. Overhaul warranty has increased to one year for parts and labor on the entire unit. These warranties begin on the date the unit is shipped from Duncan Aviation.

To take advantage of Duncan Aviation's new warranty policies for avionics and instruments, please call 800.LOANERS and speak with any of our Customer Account Representatives to schedule your next repair or overhaul event. 

## Duncan Aviation Welcomes Matthew Schepers to Paint and Interior Completions Sales


Duncan Aviation is pleased to announce Matthew Schepers as the newest member of the Paint and Interior Completions Sales Team. Matthew will ensure a world-class experience for Cessna Citation operators who choose



Duncan Aviation for paint and interior completions services, including the Duncan Design Collection. Matthew will be based in Lincoln, Nebraska, and will work closely with his counterpart, Suzanne Hawes, in Battle Creek, Michigan.

Matthew's previous experience includes the role of Vice President of Sales & Marketing with Mature Resources, a Nebraska-based temporary placement service company. He was also a Regional Manager for the National Research Corporation for whom he traveled the Midwest to establish and enhance relationships with healthcare research clients.

Matthew's family is rich with aviation history, so a move to this industry was natural. When asked why he chose Duncan Aviation, he said, "Duncan Aviation is known to deliver top quality in everything that they do. They also have a reputation for empowering their employees with the tools and training they need to continue delivering their legendary service."

"Through his involvement as a solid member to an already outstanding Interior Completions Sales Team, Matthew's talents will ensure a world-class interior completions experience for every Citation operator that enters our hangar," says John Slieter, Vice President of Modifications and Completions. 

## Duncan Aviation Welcomes Kevin Worthington to the Engine Sales Team

Duncan Aviation is pleased to announce that Kevin Worthington has accepted the position of Engine Service Sales Representative. Kevin will focus on Pratt & Whitney engine service sales at the Battle Creek, Michigan, facility.




Kevin will work directly with our current and potential customers by guiding and educating them in the value of partnering with Duncan Aviation for their engine service requirements.

Kevin has been active in aviation since 1986 when he joined the United States Navy. During his military service, he served on board an aircraft carrier off the coast of Japan as a Flight Deck Supervisor. Upon leaving the Navy, he entered the corporate side of the aviation business as a licensed A&P technician working for a corporate jet service provider on various corporate engines and airframes.

In 1998, Kevin joined Duncan Aviation in the Duncan Aviation–Battle Creek Engine Shop. His strong technical leadership abilities quickly earned him the title of Engine Lead Technician on the Pratt-powered products.

"Kevin's strong technical background coupled with his unique desire to excel in sales will be a great addition to our overall sales effort as we continue to expand our Pratt engine services nationwide," says Jeff Manion, Vice President of Service Sales.


Kevin looks forward to this new opportunity in his aviation career. He can be reached by calling 800.525.2376 or 269.969.8447. 

## Duncan Aviation–Battle Creek's Jason Behrens Promoted to Hawker Tech Rep

Duncan Aviation is proud to announce that Jason Behrens has joined our team of Technical Representatives. Jason will serve as Technical Representative for Hawker aircraft, an opportunity that arose after the recent retirement of former Hawker Tech Rep Roy Olsen.




In addition to 12 years of aviation experience, Jason holds an Associate's Degree in Aviation Maintenance Technology. He was formerly a Lead Mechanic and has been a member of the Battle Creek Hawker team for the past 10 years. Jason has developed strong relationships with our customers and worked closely with all technical aspects of Hawker aircraft.

Jason Behrens can be reached by calling 269.969.8419. 

## Duncan Aviation–Battle Creek Welcomes Michigan Tax Law Change

A recent amendment to tax law in Michigan will benefit Duncan Aviation customers. The amendment, signed by Governor Jennifer Granholm on February 2, provides for a waiver from all sales tax on parts for aviation services performed in Michigan for customers who do not reside or base their aircraft in Michigan. The amendment will also provide a waiver from taxes associated with the purchase of an aircraft in Michigan for those who do not reside or base their aircraft in Michigan. To be eligible for this exemption, the customer must remove their aircraft from the state upon completion of the work performed.

Bill Prochazka, Executive Vice President and General Manager of Duncan Aviation–Battle Creek, welcomes the tax law change.


"We are very pleased to see Michigan take a pro-active approach to leveling the playing field for aviation facilities throughout the state," he says. "This bill will allow us and other aviation firms, to compete on a truly global basis. The ability to compete for both domestic and foreign projects, without undue tax burdens for our customers, will certainly help the state's aviation businesses grow and create new jobs. It is especially satisfying to see our elected officials take a bi-partisan approach to finding an effective solution to this issue," Bill says. 

## Raisbeck Engineering Inc. Appoints Duncan Aviation as Authorized ZR LITE Installation Center

Duncan Aviation is the most recent addition to Raisbeck Engineering's global network of authorized installation centers for the ZR LITE. Over the years, this service has included the installation of more than seven of Raisbeck's Aft Fuselage Locker Systems.

For half a century, Duncan Aviation has introduced business aircraft operators with high standards and the absolute best in service and support and is one of the original Learjet Service Centers. Duncan Aviation believes in investing in its facilities and people and in developing innovative products, services and processes to continually improve the corporate aviation industry.

"As the number of ZR LITE-equipped Learjet 35/36s continues to grow at a rapid pace, it is essential that we expand our installation and support network to accommodate the needs of this fleet," says Edwin Black, Marketing Director of Learjet Performance Systems. "Duncan Aviation's long heritage with the Learjet not only makes them an excellent source for Raisbeck products, but for all your Learjet needs."

For more information about the ZR LITE, please see our article on pages 35-36. 


## Duncan Aviation–Battle Creek Welcomes Benjamin "Skip" Thorp as Bombardier Tech Rep

Duncan Aviation is proud to announce the addition of Benjamin "Skip" Thorp as the newest member of its team of Technical Representatives in Battle Creek, Michigan. Skip will serve as Technical Representative for Learjet and




Challenger aircraft. Duncan Aviation–Battle Creek's recent approval as Authorized Service Facilities for both Learjets and Challengers created the need for this new position.

Skip comes to Duncan Aviation with 35 years in the aviation industry. He has been an A&P mechanic since 1969 and has experience with a variety of aircraft. His most recent position was Maintenance Coordinator for Jet Aviation Business Jets in Rochester, New York. He is a former chairman and a 10-year member of Bombardier's Customer Advisory Board.


"Skip's extensive Challenger experience as well as his role on the Bombardier Customer Advisory Board will serve him well in his new role with the Duncan Aviation Learjet and Challenger teams," says Bill Gephart, Manager of Duncan Aviation's Battle Creek Aircraft Maintenance. "Our Learjet and Challenger customers will be very impressed with Skip's depth of technical knowledge and his many years of hands-on experience." 

## Duncan Aviation and Shadin Avionics Announce New Agreement


Duncan Aviation is now certified as a Shadin Avionics Dealer. Duncan Aviation is authorized at all locations for sales, installation and flight line repair of Shadin systems. 

## L3 Communications and Duncan Aviation Team to Provide New Capabilities

Duncan Aviation recently renewed its L3 Communications Service Center agreement. The following new L3 services have been added:

- SA-200, 400, 500, 501 and 503 Servo Actuators
- AD-101 and 102 Air Data Computers
- MT-101 Mach Trim Computer. 

## Duncan Aviation and MAPCO Sign Agreement

Duncan Aviation recently signed a sales and service agreement with Midwest Aircraft Products Company (MAPCO). MAPCO product lines include such items as hot and cold water containers, warming ovens, food handling trays and storage units, ice drawers, waste containers, carts, etc. Duncan Aviation will stock common repair parts and will be able to repair and service most MAPCO units. 

## Dan Buzz Relocates to Duncan Aviation's Battle Creek, Michigan, Location

Duncan Aviation is pleased to announce that Dan Buzz, Vice President of Engineering and Modifications, has relocated to Battle Creek, Michigan. Dan will continue to lead the engineering teams in Lincoln and Battle Creek while focusing on the growth of the modification production shops in Michigan.



Dan originally hails from Michigan so the relocation will be personally rewarding. Additionally, Duncan Aviation's growth strategy for Battle Creek has created the need for a leader with Dan's experience and knowledge.

## Mark Cote Named Vice President of Completions and Modifications

Mark Cote has been selected for the position of Vice President of Completions and Modifications for Duncan Aviation's Lincoln, Nebraska, facility. In his new role, Mark is responsible for the Avionics Line, Avionics Installations and Interior Completions teams.



Mark started with Duncan Aviation in 1988 as an Avionics Technician. In 1995, he moved to the Customer Service group as a Project Manager. Mark's most recent responsibilities have been Program Manager and Project Manager Coordinator. Mark's extensive customer service and project management experience will be a great addition to the leadership team in the Lincoln facility's Completions and Modifications areas.

## Duncan Aviation Has New Universal Capabilities

Duncan Aviation and Universal Avionics recently announced that Duncan Aviation-Lincoln was selected as the first and only authorized service center in the United States for Universal Avionics. Duncan Aviation has FMS capabilities and is authorized to perform unit repairs at the board level, including board exchanges, modifications, software updates and battery replacements for both warranty and non-warranty units. We are also authorized to perform aircraft troubleshooting and removal and replacement of Universal equipment. Recently, Duncan Aviation has added Universal DCVR capabilities.

## A Message from Duncan Aviation and the National Business Aviation Association

There are currently two issues being considered by Congress that if passed will negatively impact general aviation, including business aviation. Details are printed here and are available on NBAA's website.

Duncan Aviation and the National Business Aviation Association believe we need strong grassroots participation from everyone involved in business aviation during the lobbying process. In order to be part of this effort, simply log on to NBAA's website, <http://www.nbaa.org> and follow the directions below.



Click on the "NBAA Grassroots Center - Contact Congress" graphic in the top-right corner.

On the next page, click on either:

1. **Oppose User Fees for General Aviation** or
2. **Oppose Harmful Proposals for Business Aircraft Use.**

When you click on one of these options, you will be asked to fill out a general form with information needed to compose the letter for you.

Fill out the form and click **Preview E-mail**, the software will prepare your letter and it will open on-screen for your approval.

Preview the letter. If you wish, you can edit it. When you are done, click **Submit Letter** to send it.

Your letter will be delivered to Capitol Hill and you will receive a thank you e-mail from NBAA. You will most likely receive acknowledgment from your Senators and Representative as well.

Go back and repeat the process with the other issue.

***The NBAA urges Congress to preserve general aviation fuel taxes as the sole mechanism for collecting Airport and Airway Trust Fund Revenues from the general aviation community. More information about that issue is found on the next page of newsbriefs. Organization members also want to weigh in regarding two provisions in the budget reconciliation bill that the NBAA and Duncan Aviation believe will negatively impact business aviation. To read more about these provisions, visit the NBAA website.***

## The "Fuel Tax" – The Most Effective Payment System for General Aviation

### Background

The general aviation community has always financially contributed to the national air transportation system. Since the inception of the Airport/Airways Trust Fund, the general aviation community has contributed to the system through a "fuel tax." Fuel taxes allow aircraft users to pay federal taxes "at the pump" – general aviation pays a 21.9 cents-per-gallon tax on jet fuel and a 19.4 cents-per-gallon tax on aviation gasoline.

Because this setup directly transfers tax revenues from the user to the government, it is highly efficient – a large bureaucracy is not required for collection. This is a contrast to the costly and burdensome collection systems used in Europe and elsewhere. And it is why the general aviation community believes that fuel taxes are the best means for users of general aviation to fund the Federal Aviation Administration (FAA).

### The Problem

FAA officials predict that the Agency will be met with a funding shortfall as the cost of aviation services continues to increase. NBAA welcomes the opportunity to participate in an industry-wide dialogue about FAA costs, including the incremental costs generated by the general aviation sector.

### Preserve the GA Fuel Tax System

Some are questioning whether the situation would improve if general aviation were required to pay for aviation services through a means other than the fuel tax. There are several reasons why the fuel tax for general aviation should be maintained:

- ◆ The Government Can Efficiently Collect Fuel Taxes.
- ◆ Fuel Taxes Are Easy to Pay and Difficult to Avoid.
- ◆ Fuel Taxes Provide a Stable, Predictable Source of Revenue to the FAA.
- ◆ Fuel Taxes Are Assigned Fairly, Based on Use of the System.
- ◆ Fuel Taxes Help Decrease Noise and Congestion.

## The Facts About General Aviation and FAA Funding

**General aviation includes a diverse mix of business aviation operations.**

- ◆ Business aviation is defined as the use of any general aviation aircraft for business purposes. Therefore, business aviation aircraft can range from single-engine pistons, to helicopters, to ultra long-range jets.
- ◆ Pistons and turboprops make up the largest segments of the business aviation fleet, followed by small turbojets.
- ◆ The bulk of business aviation is made up of small to mid-sized businesses that are often located in rural areas and use only one airplane.
- ◆ Surveys show that only 14% of business aviation passengers are top company executives, whereas 86% are marketing and sales people, other company representatives and customers.

General aviation is not a major cost driver for the National Air Transportation System.

- ◆ To determine or allocate how much a given aviation segment should pay to use the system, consideration must be given to the cost that segment imposes on the system.
- ◆ The size, complexity and cost of the National Air Transportation System are dictated by the commercial airlines and their hub-and-spoke models.
- ◆ General aviation does not impose significant costs on the system. In fact, if general aviation were grounded immediately, the cost of operating the system would not change appreciably.

## NBAA Guidelines for FAA Reauthorization

**Modernize with satellite technology.**

NBAA supports transitioning to a future air transportation system that is primarily satellite-based rather than today's ground-based navigation system, even though NBAA recognizes that there will inevitably be some equipage costs that Association Members will bear.

**Invest in the National Air Transportation System.**

The economic benefits of a strong air transportation system are clear, as evidenced by the many communities across the country that consider the local airport their single greatest economic development tool. A robust contribution to the Federal Aviation Administration (FAA) from the "General Fund" is needed to support development of the Next Generation Air Transportation System. NBAA supports a General Fund contribution of 25% of FAA funding.

**Keep general aviation fuel taxes.**

The general aviation community has always financially contributed to the national air transportation system through the payment of fuel taxes. These taxes are paid "at the pump," so there are no administrative costs associated with compliance. Fuel taxes should remain THE mechanism through which general aviation pays for the costs it imposes on the system.

**Reject user fees for general aviation.**

User fees are costly and require a large bureaucracy to administer. They are confusing and time-consuming to process, ripe for dispute and economically detrimental to the general aviation community.

**Ensure continuing Congressional authority.**

Congress is specifically designated as the voice of the American people. For that reason, Congress should continue to have authority over FAA funding and other aviation issues.

# Time To Grow.

## AN 125,000-SQUARE-FOOT EXTREME MAKEOVER

**D**uncan Aviation-Battle Creek is expanding to give our employees more space and an improved working environment. This expansion will also allow us to give MORE customers MORE of the best experience available in the industry: Personal Service. Turntime Guarantees. No Surprises at Delivery. Exceptional Project Management. Great Atmosphere. The Best Technicians in the Business.

Our growing list of customers will tell you that these things add up to a great experience, and as the word spreads, more and more customer demand has led to a need to expand.

We're adding 125,000 square feet. If you were to walk through today, you would see concrete, steel, wiring, roofing, plumbing and painting all being poured, erected or installed simultaneously.

The new service hangar and adjacent three-story complex are complete and the Engine Shop, Tool Room and Sheet Metal Shop have already moved in to these areas. These moves set the stage for renovations to begin in the core building to create the new shop space for Completions and Avionics. Once those shops move, their vacated space will be renovated for others, and the cycle repeats until all departments are in their new shop space. The entire cycle should be complete in the first quarter of 2007.

The new materials building is also complete, giving us a state-of-the-art shipping and receiving area as well as warehouse and tool room.


The paint hangar steel erection began in mid-December, and is progressing nicely. We hope to have the new facility ready for occupancy for the fourth quarter of 2006.

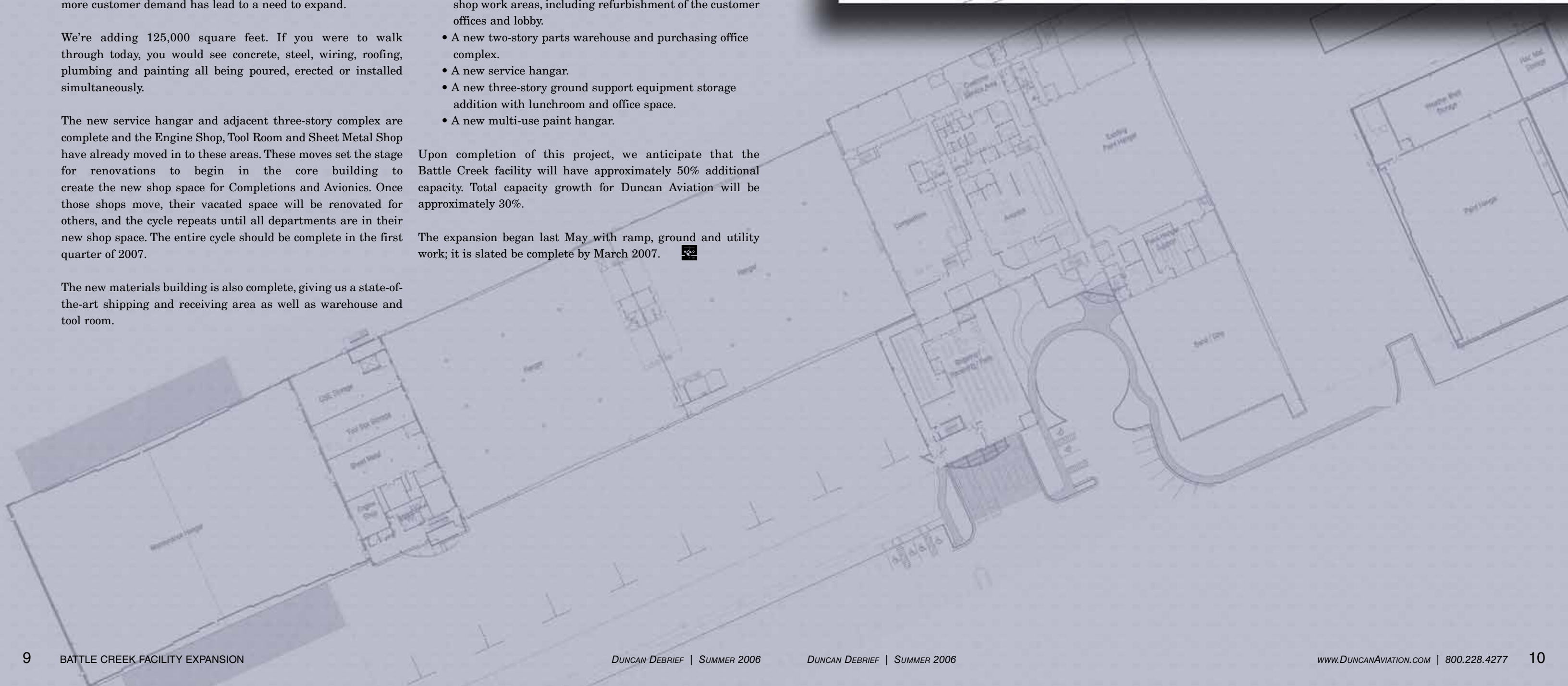
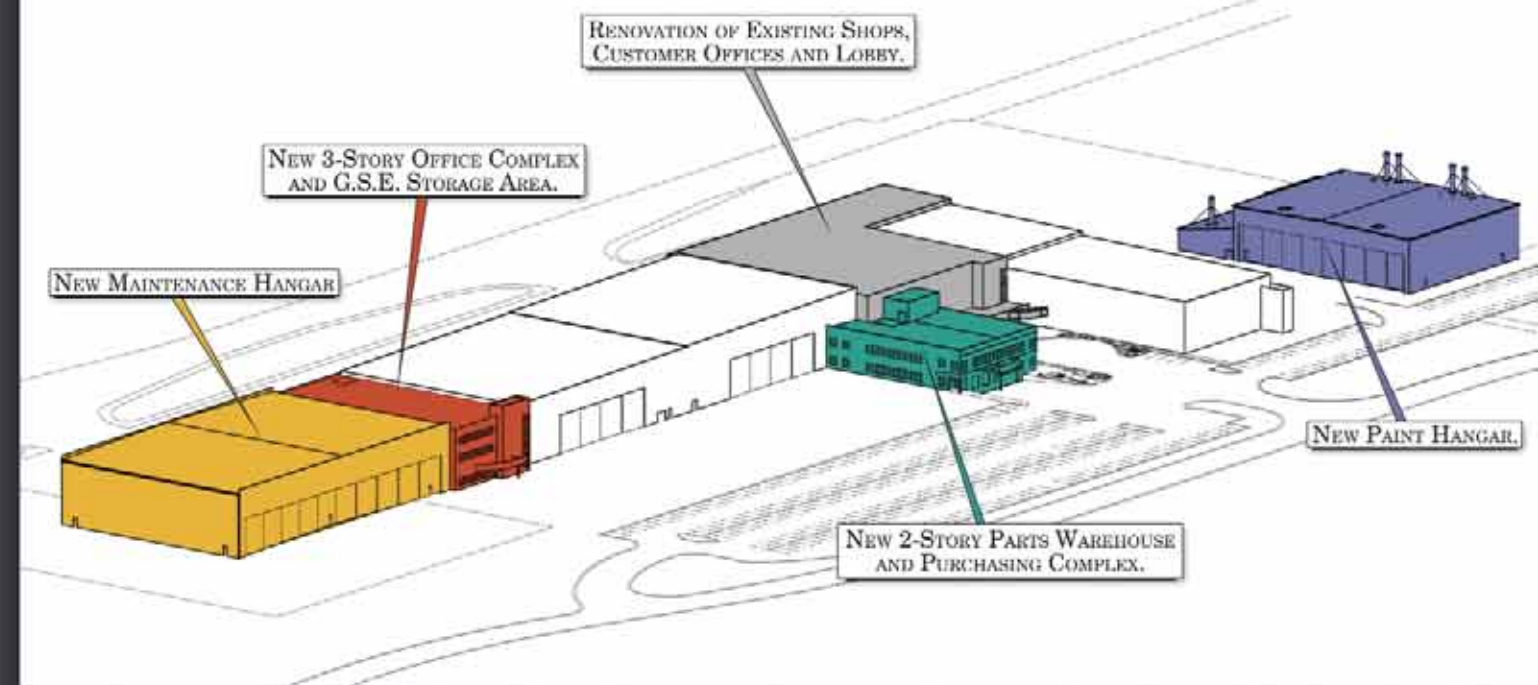
We are also in the midst of renovation of the core building customer areas. The changes in this area will create a new look and flow for our customer offices, lounge, restrooms and lobby.

#### Expansion Features:

- A complete rearrangement and updating of all the back shop work areas, including refurbishment of the customer offices and lobby.
- A new two-story parts warehouse and purchasing office complex.
- A new service hangar.
- A new three-story ground support equipment storage addition with lunchroom and office space.
- A new multi-use paint hangar.

Upon completion of this project, we anticipate that the Battle Creek facility will have approximately 50% additional capacity. Total capacity growth for Duncan Aviation will be approximately 30%.

The expansion began last May with ramp, ground and utility work; it is slated to be complete by March 2007. 



(below L to R) The roof of the new paint hangar is put in place; the new hangar floor is installed; the doors of the new hangar are installed. (opposite page) Steel framing on the new maintenance hangar.



# Growth inside and out

**E**ven as we are in the midst of substantial physical growth, we know that the heart of our company is (as it always has been) our employees. As we fill in the new spaces, and as our teams grow, it is our long-time employees who will lead by example. They will show the new recruits what it means to be a part of Duncan Aviation – a company with heart, a company with 50 years of family history, a company unlike any other.

*“I am awed daily by the positive focus of all of our employees, construction contractors, and others as we negotiate the ever-changing schedules and needs of all involved. A project of this scope, where we are constructing literally on both ends and in the middle of a functioning facility comes with high demands for flexibility, cooperation, attention to detail and drive to get it done right. I appreciate everyone’s support as we work hard to keep our customers’ projects flowing through the facility, in the midst of the construction to support our future.”*

**–Bill Prochazka,**  
Executive Vice President &  
General Manager of Duncan Aviation–Battle Creek

*“As the largest family-owned business aircraft service provider in North America, I am thrilled that we will be able to provide excellent support services for even more business aircraft operators through this expansion. 2006 marks Duncan Aviation’s 50th year in business and I can’t think of a more fitting anniversary celebration than building a brand new facility”*

**–Aaron Hilkemann,**  
President of Duncan Aviation

## Some Thoughts On the Progress of the Expansion From a Few of Our 20-Year-Veteran Employees:



*Having been involved with Duncan Aviation (Kal-Aero) since 1973 I have experienced tremendous growth in both facilities and personnel. With our first major growth spurt in moving to Battle Creek and building this facility from scratch, we old-timers really thought we had “arrived” and would get lost just wandering around. But, in a very short time, we experienced times when we were really crowded! With our acquisition by Duncan Aviation and the company’s commitment to advancement in personnel, we soon started to feel the pangs of confinement and looked forward to new expansions. Now the expansion is underway in earnest and we marvel every day at the enormous facility springing up around us. I believe we all look forward to utilizing the expanded space to the fullest and to continuing to thrive in a positive, productive atmosphere. I’m sure we can expect our business to continue to grow and prosper and can soon experience that confining feeling once again with nowhere to go but up!*

**– Pete Phillips,**  
Asst. Manager - Engineering



*Every day when I walk in and see the construction, I am awed by how much this company has grown. I look back to 1978 when I started in the prop shop and realize that we now have a loading dock that is as big as my old shop! I remember when we felt working on Citations meant we were working on “heavies.” And now I look out in the hangar and see not just Citations but Gulfstreams, Challengers, Falcons, Hawkers and all the rest! In my opinion, the expansion is a sign that Duncan Aviation is a solid, secure and optimistic company. Having seen so many other companies go by the wayside over the years, I value what this expansion project says about the company!*

**– Pete Mills,**  
Chief Inspector



*This is an exciting time for us all. We have always expected, supported and rewarded teamwork, initiative, leadership, quality, continuous improvement and individual growth. Growth has been our ally when our competition has chosen to pursue different options. I have no doubt that we will always be recognized as a leader in our industry with choices like this.*

**– Dale Hawkins,**  
Airframe Service Sales Representative





# New Faces in New Places

FOUR SALES REPRESENTATIVES, THREE PROJECT MANAGERS, TWO DESIGNERS AND TWO TECHNICAL REPRESENTATIVES



**JOE SPRING**  
*Avionics Sales Representative*  
Aviation professional since 1993.  
[Joe.Spring@DuncanAviation.com](mailto:Joe.Spring@DuncanAviation.com)  
269.968.8875



**ALAN HUGGETT**  
*Airframe Service Sales Representative*  
Aviation professional since 1984.  
[Alan.Huggett@DuncanAviation.com](mailto:Alan.Huggett@DuncanAviation.com)  
269.969.8442



**DALE HAWKINS**  
*Airframe Service Sales Representative*  
Aviation professional since 1981.  
[Dale.Hawkins@DuncanAviation.com](mailto:Dale.Hawkins@DuncanAviation.com)  
269.969.8463



**KEVIN WORTHINGTON**  
*Engine Service Sales Representative*  
Aviation professional since 1986.  
[Kevin.Worthington@DuncanAviation.com](mailto:Kevin.Worthington@DuncanAviation.com)  
269.969.8453



**DEAN WILLIAMS**  
*Project Manager*  
Aviation professional since 1999.  
[Dean.Williams@DuncanAviation.com](mailto:Dean.Williams@DuncanAviation.com)  
269.968.8491



**LUKE SWAGER**  
*Project Manager*  
Aviation professional since 1996.  
[Luke.Swager@DuncanAviation.com](mailto:Luke.Swager@DuncanAviation.com)  
269.968.8847



**SEAN BUSBY**  
*Project Manager*  
Aviation professional since 1994.  
[Sean.Busby@DuncanAviation.com](mailto:Sean.Busby@DuncanAviation.com)  
269.968.8420



**JOHN KAUPPILA**  
*Gulfstream Technical Representative*  
Aviation professional since 1996.  
[John.Kauppila@DuncanAviation.com](mailto:John.Kauppila@DuncanAviation.com)  
269.969.8477



**SKIP THORP**  
*Bombardier Technical Representative*  
Aviation professional since 1969.  
[Skip.Thorp@DuncanAviation.com](mailto:Skip.Thorp@DuncanAviation.com)  
269.969.8452



**KRISTEN COTUGNO**  
*Designer*  
Aviation professional since 2005.  
[Kristen.Cotugno@DuncanAviation.com](mailto:Kristen.Cotugno@DuncanAviation.com)  
269.969.8546



**NATALIE HOSFELD**  
*Designer*  
Aviation professional since 2005.  
[Natalie.Hosfeld@DuncanAviation.com](mailto:Natalie.Hosfeld@DuncanAviation.com)  
269.969.8598

*During the last twelve months, Duncan Aviation–Battle Creek has hired a total of 98 new employees and had 39 internal promotions. We now have 534 employees at this location.*

# New Capabilities

## NEW ADDITIONS TO A LONG LIST



**CHALLENGER AUTHORIZED SERVICE FACILITY.** Bombardier Aerospace named Duncan Aviation–Battle Creek as a Bombardier Challenger 604 aircraft Authorized Service Facility (ASF) on May 18, 2005. Duncan Aviation–Battle Creek joins the worldwide network of 12 Bombardier Challenger ASFs in providing warranty work, engine and airframe inspections and repairs, service bulletin installations, “smart parts” administration, avionics updating and troubleshooting for the Challenger fleet. Duncan Aviation–Battle Creek will support current production Bombardier Challenger 604 aircraft as well as the Challenger 600 and Challenger 601 models.



**LEARJET AUTHORIZED SERVICE FACILITY.** Duncan Aviation–Battle Creek has been named by Bombardier Aerospace as a Bombardier Learjet Authorized Service Facility. As an Authorized Service Facility (ASF), Duncan Aviation–Battle Creek will join the Duncan Aviation–Lincoln facility and the worldwide network of ASFs in providing warranty work, engine and airframe inspections, service bulletin installations, “smart parts” administration, avionics updating and troubleshooting for the Learjet fleet. Duncan Aviation–Battle Creek will support the Learjet 45 super light and Learjet 60 midsize business jets, both currently in production, as well as the 31, 35, and 55 models.



**PREBUYS & TAX LAW BENEFITS.** We continue to improve our prebuy processes and abilities in Battle Creek. Prebuy customers can now take advantage of aircraft sales and service tax exemption in Michigan. A recent amendment to tax law in Michigan provides for a waiver from all sales tax on parts for aviation services as well as taxes associated with the purchase of an aircraft in Michigan for customers who do not reside or base their aircraft in Michigan. Call Jeff Manion at 269.969.8441 for more information on this program. This tax exemption is similar to tax exemptions available to our Lincoln customers.



**PRATT 545 ENGINE SERVICE.** Duncan Aviation–Battle Creek’s Engine Team is now able to perform PW545 Hot Section Inspections on the Citation Excel and 300 Hour PW305A IBR Inspections on the Learjet 60. Our new Engine Service Sales Representative, Kevin Worthington, is available to answer your Pratt & Whitney engine questions. Call 269.969.8453 for a quote on your next event or for help with troubleshooting.



**LANDING GEAR OVERHAUL.** Our capabilities in Challenger, Learjet and King Air gear will shorten downtimes and make Duncan Aviation a one-stop-shop for these operators. To facilitate this growing business volume, Duncan Aviation–Battle Creek plans to double the accessory shop team in 2006. Please call Alan Huggett at 269.969.8442 for a quote on your next Challenger or Learjet event or call Dennis VanStrien at 269.968.8359 for a quote on your next King Air event.


# Experience the Difference

If you haven't been to Duncan Aviation–Battle Creek lately, we would love to give you a tour, show you how we've grown and changed and introduce you to the special people that make this place unique.

We're inviting you to visit us. See the space, meet our people, admire the changes and breathe in the positive atmosphere. Let us show you why we needed to grow. You don't want to miss it.

Call Tom Burt, Chief Operating Officer of Duncan Aviation–Battle Creek, to arrange your tour. 800.525.2376 ext. 8444.

If you can't visit just now, please join us for our 50th Anniversary Road Show Event on September 14, 2006.

And look for your invitation to our grand opening celebration in the Spring of 2007. 



# Terry Markovich:

## 2006 National Avionics Technician of the Year

**T**erry Markovich is a legendary part of Duncan Aviation history. In addition to starting the first Duncan Aviation avionics satellite shop in Houston, Texas, Terry has been an integral element in opening several other satellite shops over the last 20 years. As if that wasn't enough, for the last 11 years he has managed Duncan Aviation's shop in Teterboro, New Jersey, the largest satellite in the Duncan Aviation system. There, he supervises avionics installations, installation engineering and troubleshooting in corporate turbine aircraft. Now Terry brings a new honor to an already distinguished career. Terry was named the 2006 National Avionics Technician of the Year by the General Aviation Awards Program, in cooperation with the FAA. The award will be presented by FAA Administrator, Marion Blakey, at the EEA AirVenture Aviation Celebration event in Oshkosh, Wisconsin, on July 27.




"Spectacular!" Todd Duncan, President of Component Services said after being notified of the award. "Duncan Aviation now has two awards in a row for Avionics Tech of the Year. As I've said before, at Duncan Aviation it's all about our people and the customer service they provide. Terry Markovich and Charles Hanner have certainly proven that."



At Duncan Aviation, customer trust and relationships mean everything. Terry Markovich continues the 50-year Duncan Aviation tradition of helping customers stay in the air. He is one more important reason that Duncan Aviation customers expect an experience, unlike any other every time they step through the door of a Duncan Aviation facility.

Terry's hard work has paid off in a multitude of ways. He has been a member of the Aircraft Electronics Association (AEA) since 1997, and has served on the AEA's Region I Board of Directors. His dedication to the Teterboro shop has produced top ratings in *Professional Pilot* magazine's PRASE survey for avionics. He is considered one of the best avionics technicians in the country by Duncan Aviation customers and many other knowledgeable people in the industry.

"It is a great honor to be selected for this award. It has been truly rewarding to work in the aviation industry. I've been associated with the greatest customers and co-workers and with a great company like Duncan Aviation, which supports me at all times," Terry said about the award and his aviation life. In addition, he is an ardent student of avionics systems; his continuous curiosity of electrical devices of all types keeps him in classes learning about new systems and modifications to older ones. Terry is a down-to-earth, on-the-job, hands-on technician who loves to repair, overhaul and troubleshoot. Duncan Aviation congratulates Terry on this magnificent achievement. 



# Rapid Response

EXPANDING OPPORTUNITIES

**D**uncan Aviation's Rapid Response teams have expanded Duncan Aviation's reputation and capabilities into the field. Duncan Aviation has always been renowned for service at our main facilities; that same service can be delivered to your location, wherever and whenever you need it.

Our Rapid Response teams specialize in troubleshooting engine and airframe AOG situations, all the way up to and including engine changes. The teams are strategically located in key areas around the country so technicians can quickly be dispatched to your location when an AOG situation arises. If needed, additional personnel and support are available from our main facilities in Lincoln and Battle Creek.

Duncan Aviation is currently celebrating the opening of our fifth Rapid Response location. The new team in New York joins others in Fort Lauderdale, Denver, Chicago & Dallas in providing regional support for your aircraft.

Our Rapid Response teams support multiple product lines including all Honeywell models, Pratt & Whitney PT6, JT15, 300, 500 series, General Electric CF34, and Rolls-Royce.

In addition to AOG engine support, Rapid Response technicians are available for airframe and APU assistance.

Wherever your travels lead, you count on Duncan Aviation to be there.

For AOG services  
call: 877.522.0111

**Rapid**  
**Re**SPONSE

#### ENGINE CAPABILITIES:

- Routine inspections.
- Vibration surveys.
- AOG parts support.
- State-of-the-art diagnostic tooling.
- Engine changes.
- On-the-wing repairs.
- Power Assurance runs.
- LRU changes.
- Engine R&Rs.
- MSP-authorized service.
- JSSI-approved.
- Repairs, overhaul & exchange program.
- Removals & Replacements.
- Rentals & Replacements.
- Troubleshooting.
- Prebuy evaluations.
- Periodic inspections, line maintenance.

#### AIRFRAME CAPABILITIES:

- Minor airframe inspections/repairs.
- Prebuy evaluations.

#### APU CAPABILITIES:

- APU authorizations for Honeywell & Sundstrand units.
- Authorized for MSP & warranty work.





In 1956, Donald Duncan bought into a Beechcraft distributorship and sold hundreds of aircraft. The first Beechcraft Travel Air for business use in the U.S. was delivered to the Lundell Manufacturing company of Cherokee, Iowa, in 1958. Vernon Lundell (right) took personal delivery of the new four-seat plane from Donald Duncan (left).

# 50 Years of Aircraft Sales

Even before Duncan Aviation was a viable entity, it was destined to become an aircraft sales organization. Why? Because selling and aviation were in Donald Duncan's blood.

Stories of Donald's sales talent run throughout Duncan Aviation and the industry. He learned to fly during World War II but he started selling airplanes shortly after the war. Donald would buy surplus government airplanes, fly them for a while and then sell them for a profit. He was so adept at making deals, he once traded a tractor for an airplane and in later years he traded an airplane for a yellow Rolls Royce. He loved flying so much he maintained an airstrip on the family farm near Clarinda, Iowa. The late 1940s and early 1950s were his time to hone his sales skills. The big time was yet to come.

By 1956, Donald and his friend Bob Graf had positioned themselves into the aviation business. They became partners and chief sales associates for Lang Aircraft in Omaha, Nebraska, starting the roots of Duncan Aviation. They sold hundreds of Beechcraft Bonanzas, Travel Airs, Twin Bonanzas, Barons and Twin Beech. Soon, Donald owned the business

outright and it officially became Duncan Aviation. The Beech distributorship continued for many years and required carrying many different makes and models, usually around a dozen.

Many transitions took place for Duncan Aviation in the early 1960s. A move from Omaha to Lincoln, Nebraska, slowly transpired and a new aircraft distributorship was on the horizon. Donald put together a consortium of five other general aviation leaders and convinced Bill Lear to allow them to become distributors of the then-new Lear 23 in exchange for fronting Bill the money he needed to get the airplane fully developed and built. During his prolific career, it is estimated that Donald sold approximately 350 Learjets in addition to hundreds of other models. In fact, he sold lucky Lear 23, s/n 13, five different times. How did he do it? Donald built thousands of relationships with people. He was never afraid to make a cold call and tell a prospective customer about Duncan Aviation and what the company could do to help them with their aviation needs.

During Donald's tenure, several other aircraft distributorships were developed including Grumman American Yankee, Cessna

and Merlin. In 1967, Learjet was sold to Gates Rubber. Gates negotiated to end the distributorships but Learjets were so popular, a vast resale market was forming. Donald and Robert Duncan and Harry Barr acquired Management Jets International and this became the new jet sales division for Duncan Aviation, specializing in pre-owned Learjets. Sales were brisk and soon another company was formed to maximize international sales, Management Jets Worldwide. Alex Kvassay was based in Paris and Per Alkaersig handled sales from Denmark. Duncan Aviation's international reputation grew and many aircraft were leased to multinational corporations doing business overseas.

During this "boom" period for sales, Duncan Aviation maintained an average of 30 to 35 aircraft in inventory, leased as many as 25 aircraft at a time and kept 35 pilots on staff to handle charters, demonstration flights, contract obligations and to assist customers with crews.

During the jet sales "hey-day" of the '60s and '70s, Donald, Robert and Harry would often pick up a new or used Lear, show it to a prospective customer and return to Lincoln with a signed agreement and a check the same day!

It's little wonder that today Duncan Aviation still enjoys such an excellent reputation for customer service; the roots of that

reputation are firmly embedded in the traditions established by Donald and Robert Duncan, Harry Barr and Darlene Christensen (who was involved in nearly every aircraft transaction).

In January 1981, Donald passed away unexpectedly. At his funeral, a telephone was placed in his casket so he "could keep making deals." Duncan Aviation was caught in the middle of a severe recession with enormous interest rates, massive inflation,

a large inventory and its greatest salesman gone. At this time, Duncan Aviation had a large inventory including several new Lear 35As, which took a year and half to sell. With Robert Duncan's leadership and hard work from the sales team, the company pulled through this difficult time. The transition accelerated towards becoming more maintenance-oriented. But the core essence of serving customers with aircraft sales will never be taken out of Duncan Aviation.

There have been several industry ups and downs for

the aircraft sales team in the 25 years since Donald passed away. In the early 1990s, Todd Duncan spent some time with the sales team, bringing a third-generation dimension to the company and providing Donald's grandson with some valuable sales insights. Today the group is still vibrant and alive with activity.



The acquisition of Management Jets International in 1967 formed the new sales division of Duncan Aviation, which specialized in pre-owned Learjets.

## The Sales and Acquisitions Team Today



Left to right: Bob McCammon, Doug Kvassay, Doug Roth, Andy Biller and Rene Cardona.

Duncan Aviation sells and consigns all of the major business aircraft in use today, including Challengers, Gulfstreams, Falcons, Citations, Astras, Westwinds, Hawkers and, of course, Learjets.

The five-man sales team provides three core services:

**JetResources:**

Providing aircraft acquisitions for a flat fee.

**Consignments:**

Consigning aircraft for a percentage of the sales price.

**Inventory:**

Occasionally purchase an aircraft for resale.

(cont'd)

# The Sales and Acquisitions Team (cont'd)



The staff includes Bob McCammon, a long-time Duncan Aviation team member, starting in the Line Department in 1968. He has since worked in a variety of areas including Line Services and Facilities Management. He started Duncan Aviation's paint and interior shops and was involved in the start-up of Duncan's Parts Support Services area. He has worked in Aircraft Sales & Acquisitions since 1992. Bob enjoys working with customers who are buying and selling aircraft, getting to know them and getting to know their companies. He loves that many of them turn into repeat customers when they sell or upgrade their aircraft. He receives much personal satisfaction from completing a transaction and seeing both sides pleased with the results. In his spare time, he likes to fish and travel.



Doug Kvassay comes from an aviation-oriented family; his father (Alex Kvassay) is well-known in the industry. Both Doug and his brother, Tony, not only grew up around aviation but have successful aviation-related careers. With 25 years of aviation experience, 17 of them in Aircraft Sales and Acquisitions with Duncan Aviation, Doug has many aviation contacts. He holds a Masters in Business Administration and worked for a foreign Bombardier and Bell Helicopter distributor for eight years before joining Duncan Aviation in 1988. His aviation experience and understanding provides him with a special ability to handle complex transactions. Outside of work, Doug enjoys outdoor activities including golf, shooting sports and fishing.



Rene Cardona has been working in aircraft sales since 1980, when he joined a small Atlanta brokerage firm as a market researcher while earning a degree in industrial management from the Georgia Institute of Technology. In 1988, he joined Duncan Aviation's Aircraft Sales and Acquisitions staff. His brokerage experience, understanding of the intricacies

present in the preowned aircraft market and desire to work hard for his clients have served him well. Rene's ability to speak Spanish and Portuguese in addition to English have helped him in several transactions. Rene enjoys spending time with his family, traveling and playing sports.

Doug Roth offers 31 years of aviation industry experience, 25 years of it in Aircraft Sales. After starting his career as an avionics technician, he quickly turned to aircraft sales. His skills in properly evaluating and purchasing aircraft were honed while providing aircraft management, brokerage, acquisition and pilot services for his own company, Roth Aviation Services, before joining Duncan Aviation in 1994. He also holds an ATP pilot certificate with Learjet, Citation 500, CitationJet and DC-3 type ratings and enjoys flying aerobatics in his free time.



Andy Biller has been involved in aviation for 28 years beginning with Private Pilot flight training while in high school and early employment as a lineman for a local FBO. While working on his bachelor's degree in Marketing, he provided flight instruction and pilot services; he assisted with his first aircraft sale while attending college. After college, Andy managed a small flight training department and began his aircraft sales career while working for a Midwestern Beechcraft dealer. In the mid-1990s, he received an opportunity to sell new aircraft for a major manufacturer, providing excellent experience in financial analysis, business aircraft comparison, demonstration and after-the-sale support. In 2002, Andy began his career with Duncan Aviation.



Duncan Aviation continues to be in the top ten aircraft sales organizations in the U.S. maintaining 30 to 35 transactions a year. Duncan Aviation's aircraft sales team and those who have supported it are very proud of their more than 3,000 sales transactions in its 50-year history. It is a history that has firmly established them as one of the major players in the ever-changing aircraft sales arena.

1986 ASTRA 1125 - s/n 012



8008 TOTAL TIME, 6292 LANDINGS.  
-3C ENGINE UPGRADE, MSP GOLD.  
RVSM CERTIFIED.  
ALLIEDSIGNAL TCAS II.  
ALLIEDSIGNAL EGPWS MK-VII w/WINDSHEAR.  
2004 PAINT & INTERIOR BY DUNCAN AVIATION.

1999 CITATION ULTRA - s/n 0507



1341 TOTAL TIME, 1108 LANDINGS.  
PRIMUS 1000 INTEGRATED AVIONICS PACKAGE.  
HONEYWELL MARK VII EGPWS.  
HONEYWELL TCAS II, RVSM COMPLIANT.  
PHASE I-V COMPLIED WITH APRIL 2005.

2002 FALCON 2000 - s/n 186



1800 TOTAL TIME, 734 LANDINGS.  
ONE OWNER/OPERATOR SINCE NEW.  
ENGINES ENROLLED ON JSSI.  
AIRSHOW NETWORK (GENESYS).  
EXCELLENT AVIONICS PACKAGE.  
PREFERABLE 10 PASSENGER INTERIOR CONFIG.

1997 HAWKER 800XP - s/n 258332



3905 TOTAL TIME, 2564 LANDINGS.  
ENGINES ON HONEYWELL MSP.  
HONEYWELL 5-TUBE EFIS.  
DUAL NZ-2000 FMS.  
HONEYWELL TCAS II w/ CHANGE 7.

1989 ASTRA 1125 - s/n 031



5497 TOTAL TIME, 3635 LANDINGS.  
ENGINES ON MSP GOLD.  
AVIONICS ON COLLINS CASP.  
A, B & C INSPECTIONS DONE 07/2005.  
MULTI-DISPLAY AIRSHOW ENTERTAINMENT SYSTEM.  
1999 PAINT & INTERIOR, NO DAMAGE HISTORY.

1999 CITATION ULTRA - s/n 0345



3407 TOTAL TIME, 2769 LANDINGS.  
PRIMUS 1000 INTEGRATED AVIONICS PACKAGE.  
GNS-XLS FMS, RVSM, HONEYWELL TCAS-II.  
KGP 860 TAWS, AIRSHOW 410 CABIN DISPLAY.  
NEW PAINT 10/2005 BY DUNCAN AVIATION.  
PARTIAL INTERIOR 10/2005 BY DUNCAN AVIATION.

1984 FALCON 50 - s/n 145



8827 TOTAL TIME, 6560 LANDINGS.  
3-D ENGINES ON MSP, C-CHECK INSP. 5/04.  
COLLINS EFIS 86-C, DUAL UNS-1K FMS.  
HONEYWELL MKVII EGPWS, COLLINS TCAS II.  
NEW PAINT 06/2004 BY DUNCAN AVIATION.  
PARTIAL INTERIOR 06/2004 BY DUNCAN AVIATION.

1982 LEARJET 55 - s/n 035



7571 TOTAL TIME, 4773 LANDINGS.  
12-YR INSP. c/w 03/06 BY LEARJET WICHITA.  
THRUST REVERSERS.  
PHASE I AND IA PERFORMANCE MODIFICATIONS.  
AUTOMATIC POWER RESERVE.

1992 CITATION II - s/n 0704



4780 TOTAL TIME, 5378 LANDINGS.  
ENGINES 1308 TSO.  
RVSM, TAWS, TCAS-I, GNS-XLS FMS.  
2002 PAINT & INTERIOR BY DUNCAN AVIATION.  
01/2005 PHASE 5 INSP. BY CESSNA, MILWAUKEE.  
ONE CORPORATE OWNER SINCE NEW.

1991 CHALLENGER 601-3A - s/n 186



6761 TOTAL TIME, 3411 LANDINGS.  
RECENT ENGINE OVERHAULS.  
HONEYWELL 5-TUBE EFIS, DUAL NZ-2000.  
HONEYWELL TCAS II, MARK V EGPWS.  
EXTENDED RANGE TANK  
9 PASSENGER INTERIOR.

1988 FALCON 50 - s/n 180



7492 TOTAL TIME, 4016 LANDINGS.  
ENGINES ON MSP, EXCELLENT MAINTENANCE.  
FRESH C-CHECK INSPECTION 7/2006.  
TCAS-II, RVSM, EGPWS.  
9 PASSENGER INTERIOR, AFT LAVATORY.  
NEW "PICK YOUR STRIPES" PAINT 08/2006.

1978 LEARJET 35A - s/n 187



8489 TOTAL TIME, 7950 LANDINGS.  
RVSM CERTIFIED - BOMBARDIER STC.  
ALLIEDSIGNAL CAS-66A TCAS I.  
HONEYWELL MARK VII EGPWS w/ WINDSHEAR.  
BENDIX/KING KMD-850 MULTI-FUNCTION DISPLAY.



# Citation Revelation

## A FEW STATS SAY A LOT

The Cessna family of jet aircraft have been a mainstay of our business for more than 30 years. From the 500 to the 750, we love to work on them, and it shows.

Our experience and volume equate to many benefits for you, some of them obvious, others not so obvious. Obviously, we have experience, we are factory-authorized, we have parts on-hand, we do warranty work, we have veteran Citation technicians that dream of Citations at night. Maybe not so obvious is that we have some of the best turntimes available, we feel confident enough to guarantee our work in writing and the experience of getting your work done at a Duncan Aviation facility is unmatched in the industry.

Check out these stats from 2005:

- 94 Phase 5 inspections
- 52 Full Interior projects
- 53 Partial Interior projects
- 41 Paint projects
- 13 Green Paint completions

THE NUMBERS SAY A LOT, BUT NOTHING COMPARES TO BEING HERE. COME, SEE WHAT YOU'RE MISSING!

Cessna has just released a new Service Bulletin for CJ1 and CJ2 aircraft to install IFIS so that charts and weather may be installed on the Collins Proline 21 displays. Weather systems can be installed at additional pricing, but minimal additional downtime. Taking advantage of all that the IFIS system has to offer will result in enhanced safety, improved situational awareness, reduced pilot workload, a clear path to upgradeability and greater aircraft value.



New! Max-Viz Service Bulletin SB560XL-34-45 is now available. As an Authorized Service Center, Duncan Aviation can perform this for you. Our experience installing the EVS system will reduce your downtime for this install.

Make sure you do your research when considering an FMS upgrade. You will want to make sure that the equipment you purchase now will meet the future requirements of CNS/ATM flight environments. Will your current FMS comply with FAA AC90-100 and how will it affect your capabilities? You should evaluate



RNP/ANP requirements, WAAS, LAAS, graphics display options and two-way Datalink capabilities for any FMS you are considering. Need help deciding what's best for your Citation? Call **RON HALL** at 402.475.2611 Ext 1349 or **DENNIS DeCOOK** at 269.969.8418.



Duncan Aviation can repair and overhaul hydraulic pumps and actuators, wheels and brakes, landing gear, pneumatic valves, fuel pumps, servos, inverters, starter/generators and other airframe and engine accessory components. For free Accessory Technical & Sales support contact **CHRIS GRESS** at 402.479.1664 or 800.228.4277 ext. 1664, fax 402.479.4151 and online at DuncanComponents.com.



Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including Air Data, Autopilot and Primus II systems. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call **LARRY TROYER** at 402.479.4219 or 800.LOANERS ext. 4219 or contact us at DuncanComponents.com.



**KEVIN WORTHINGTON** is Duncan Aviation's Pratt & Whitney Engine Sales Representative. An A&P technician since 1996, he is bringing his technical knowledge to our customers to help them manage their engine events. "I am proud to share our capabilities with our customers. We are tooled up for the P&W545 Hot Section Inspections and our 300, 500 and JT15D capabilities are stronger than ever," said Kevin. Contact Kevin for quotes on routine inspections, coordinating and managing engine overhauls and hot section inspections as well as assistance with troubleshooting engine problems, 269.969.8453 or Kevin.Worthington@DuncanAviation.com.

## Like Magic

### 8 WEEKS TO AN INTERIOR THAT WOWS

The transformation of this Citation 560 was magical. Poof! Chair replaced with galley. Abracadabra! Cold and worn look replaced with a warm, fresh design.

galley, drinkrails, lower sidewalls, executive tables, the forward divider and header are all *Duncan Design Collection* items, custom finished and combined with customer-selected materials to create this one-of-a-kind interior. The net result, one very happy owner.

Duncan Design Collection patterns and in-stock items were used to make this magic happen in only 8 weeks. The

AFTER



BEFORE

CITATION




## GLASS BOX PROJECT

Helps Falcon 50 Fleet  
Pass 10% in 2006

The *Glass Box Project* technology may seem like a Buck Rogers fantasy, but in reality, by the end of 2006, more than 10% of the pre-Falcon 50EX fleet in service today will be equipped with Pro Line 4 or Pro Line 21. This milestone makes the Rockwell Collins Pro Line the most successful family of major avionics retrofit products ever introduced.

The growing momentum toward *Glass Box* retrofits is due, largely, to education. The benefits of increased safety, reduced pilot workload, increased aircraft value and tax benefits are

really hitting home with pilots and owners. The convenience and weight savings of charts and maps on the panel along with live graphical weather are also making the upgrade decision easier. Proof of the momentum is in our hangars. At press time, four Falcon 50s were receiving the Pro Line 21 upgrade at Duncan Aviation's facilities – and four more are scheduled to be completed in 2006. These projects are in addition to the other airframes with *Glass Box Project* installations in work.

To learn more about the Pro Line products and how they will enhance safety and performance on every flight, call Dave Pleskac or Joe Spring today. 



Duncan Aviation can repair and overhaul hydraulic pumps and actuators, wheels and brakes, pneumatic valves, fuel pumps, starter/generators and other airframe and engine accessory components. For free Accessory Technical & Sales support, contact **CHRIS GRESS** at 402.479.1664 or 800.228.4277 ext. 1664, fax 402.479.4151 and online at [DuncanComponents.com](http://DuncanComponents.com).



Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including HF/Radar systems. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call **DAN MAGNUS** at 402.479.4217 or 800.LOANERS ext. 4217 or contact us at [DuncanComponents.com](http://DuncanComponents.com).

**DUNCAN AVIATION IS THE EXCLUSIVE SOURCE FOR HONEYWELL EPIC CDS/R IN YOUR FALCON 900** Duncan Aviation and Honeywell have teamed to certify the EPIC CDS/R in the Falcon 900. Building on our success with the EPIC in the Hawker 800. For more details about this exciting upgrade, call **GARY HARPSTER** at 800.228.4277 or **DENNIS DeCook** at 800.525.2376.




**DUNCAN AVIATION CERTIFIES FIRST EVS-1000 IN FALCON 2000** An authorized Max-Viz dealer, we recently completed the installation of the Max-Viz EVS-1000 Enhanced Vision Infrared system in a Dassault Falcon 2000. The Duncan Aviation installations and engineering teams worked closely with the FAA to develop the STC for the first time installation of this system for display on dedicated, high-resolution, panel-mounted LCD displays, with a camera mounted on the vertical stabilizer.

## Experience Counts

The C-Check inspection is a major maintenance event for your Falcon and experience is crucial. You need to know that your aircraft is in the hands of technicians who have performed this inspection many times and have done it well.

In just one downtime, many items can be accomplished. For example, since it is necessary to remove the interior for a C-Check, it presents the perfect opportunity to complete an interior project. In this same way, projects such as an MPI or an avionics installation can be completed in

conjunction with maintenance adding little or no downtime.

As with any endeavor, the experience of the first time makes the second easier and so on. Duncan Aviation has completed hundreds of C-Check inspections (58 in the last three years alone). Our Falcon teams are experts at all levels of Falcon maintenance and are constantly challenged to improve efficiencies. Our Falcon teams deliver; every plane, every time. Trust your next C-Check to Duncan Aviation's experience. 

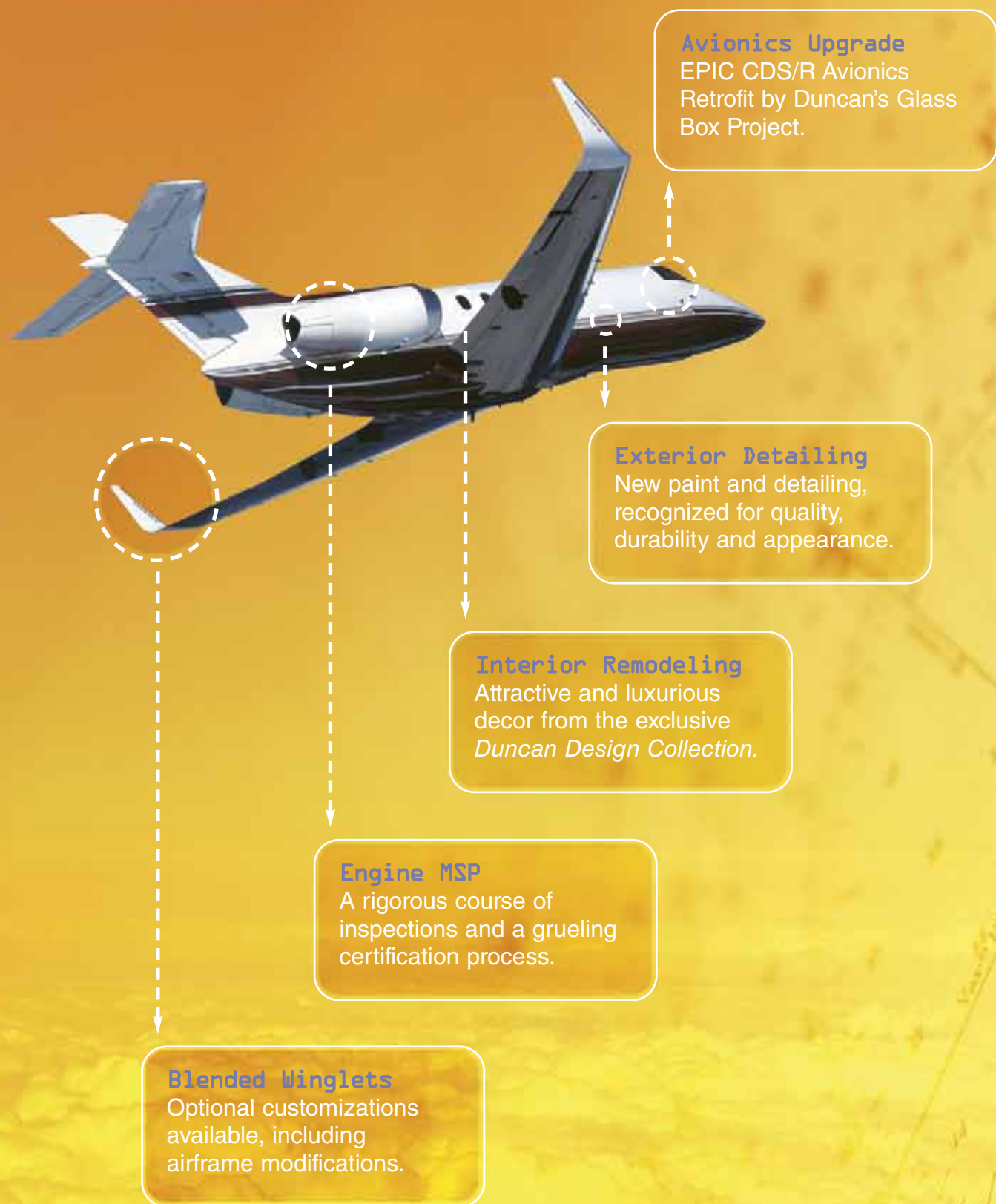


FALCON



# Project Profile

-->1988 Hawker<sup>e</sup> 800A



## Duncan Aviation Rolls Out New Program: **Enhancements<sup>e</sup>** by Duncan Aviation

**D**uncan Aviation recently announced a new program that offers value-added solutions to the business jet aircraft sales marketplace by creatively packaging the unique products and services offered by Duncan Aviation.

Enhancements by Duncan Aviation bundles Duncan Aviation's unique, high-value solutions like *Glass Box* installations, *Duncan Design Collection* creations and thorough airframe inspections on model-specific aircraft and subsequently "brands" those aircraft as Enhanced by Duncan Aviation. When describing a specific aircraft that meets the criteria of these "Enhancements," it will be distinguished by the letter *e* to the upper-right of the aircraft's model name. As an added bonus, aircraft warranties are extended to the purchaser on modifications, completions and new equipment installed.

Duncan Aviation's first example of this unique designation is a Hawker 800<sup>e</sup> that Duncan Aviation purchased and that is currently undergoing the enhancement process for resale. In addition to being promoted using conventional methods, the Hawker will be distinguished from "used aircraft" by labeling it as a "Hawker<sup>e</sup> by Duncan Aviation." When it becomes available this summer, this Hawker<sup>e</sup> will feature a new Honeywell EPIC Cockpit Display System featuring three modern flat-panel displays, a complete new interior, new paint and major airframe and landing gear inspections.

The concept of improving aircraft with Duncan Aviation's products and services is not new. In fact, it occurs every day. Aircraft owners, operators and purchasers turn to Duncan Aviation experts for assistance with modifying and refurbishing their aircraft in a high-quality manner. What's unique about this initiative is the proactive vision it presents the future aircraft buyer. By helping a prospective aircraft buyer become more knowledgeable regarding upgrade options available, they are in a better position to choose what's in their best interest. As an


### **e-craft Requirements**

While we take pride in our award-winning interiors, industry-leading paint quality and detailed inspections, few aircraft will receive the *e* designation.

To be eligible for the *e*-craft logo, an aircraft must be modified with two or more packages listed below, including avionics upgrades.

- avionics package
- interior redesign
- fresh paint
- up-to-date inspections and maintenance logs

integrated solutions provider, Duncan Aviation is able to offer customers options about adding value to an aircraft, and ways to compare the different purchase options they are considering, both operationally and financially. This approach, with earlier customer involvement, allows Duncan Aviation to better coordinate project needs, taking into consideration the realities of production capacity and backlog scheduling.

"Enhancements by Duncan Aviation fully leverages the strengths of Duncan Aviation and the experience our customers have come to enjoy," says Andy Biller, Duncan Aviation Aircraft Sales and Acquisitions Representative. "It is a win / win / win solution for aircraft buyers, aircraft sellers and Duncan Aviation." 

To learn more about *Enhancements by Duncan Aviation*, visit our website at [byDuncanAviation.com](http://byDuncanAviation.com) or call Andy Biller at 800.228.4277.



## Duncan Aviation Flies First Hawker<sup>e</sup> 800A with EPIC

We proudly present the latest success in Duncan Aviation's *Glass Box Project*; the Raytheon Hawker<sup>e</sup> 800A with Honeywell's EPIC CDS/R. The new large-format displays make available to Hawker 800A/XP operators the same technology that is delivered on new aircraft, including graphical weather, enroute maps and approach charts.

The major breakthrough of this installation is the interface of the digital data of the EPIC with the existing analog architecture of the SPZ-8000 / ASCB

databus in the Hawker 800A/XP. This solution allows existing analog avionics equipment in the Hawker to remain, keeping costs reasonable while giving operators the enhanced safety, power and upgradeability of the EPIC CDS/R technology. Duncan Aviation's SPZ-8000 / ASCB interface makes the EPIC available for Hawker 800A/XPs, Falcon 900s, Challenger 601-3A/R and other SPZ-8000-based flight decks

The "e" in the "Hawker<sup>e</sup>" name is a special designation Duncan Aviation awards to aircraft that have undergone a

major avionics modification under the *Glass Box Project* as well as other modifications and inspections. Look for more information about the emerging 'e' program on pages 24 and 25 in this issue of the *Duncan Debrief*.

To learn about the many benefits of equipping your Hawker with the powerful EPIC system or our emerging 'e' program, call Gary Harpster at 800.228.4277 or Dennis DeCook at 800.525.2376.

## Duncan Aviation's Fifth Hawker 800 Winglet Installation Takes Flight

Another milestone was achieved within our growing list of Hawker capabilities with the completion of our fifth API Blended Winglet installation on a Hawker 800. This installation enhances the Hawker's climb rate, extends its range and gives the 800 the look of

the new Raytheon Hawker 850.

To learn the specifics of how your flight department will benefit from this modification, contact Dale Hawkins at 800.525.2376 or Dan Fuoco at 800.228.4277.



Accessory capabilities include repair and overhaul of starter/generators, hydraulic pumps and actuators, pneumatic valves, fuel pumps, wheels and brakes and other airframe and engine accessory components. Duncan Aviation is also the exclusive agent for Raytheon's RAPID program for repair, overhaul, testing and inventory of the rotables program for Hawker landing gear. For free Accessory Technical & Sales support, contact CHRIS GRESS at 402.479.1664 or 800.228.4277 ext. 1664, fax 402.479.4151 and online at DuncanComponents.com.



Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including Pitot Static, Gyros and Universal FMS. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call GERRY SCHULTZ at 402.479.4212 or 800.LOANERS ext. 4212 or contact us at DuncanComponents.com.



L to R: Dan Fuoco, Eduardo Lanza and Dick Hyde.

*"Even though the distance is great, we continue to choose Duncan Aviation for our aircraft maintenance because we feel at home there. Duncan Aviation is not our closest option, but the quality of work performed and the close relationships I have built with the Duncan Aviation team makes the distance a minor factor."*

– Eduardo Lanza  
Wanair Manutencao de Aeronaves  
Belo Horizonte, Brazil

Eduardo Lanza has made the 24 hour (round trip) from Belo Horizonte, Brazil, to Duncan Aviation's Lincoln facility three times for Hawker maintenance. What makes a service center worth that effort? It is true that Duncan Aviation's Hawker capabilities are renowned worldwide, but it is our Hawker

team members, their attitudes and dedication, that keep Eduardo and other Hawker customers loyal. You, too, can be this confident in your Hawker maintenance facility. Contact Dan Fuoco at 800.228.4277 or Dale Hawkins at 800.525.2376 for your Hawker needs



# Experience

## WHAT YOU DON'T SEE IS WHAT YOU GET

In Team Leader Rob Anderson's opinion, the success of Duncan Aviation's Astra/Westwind team can be described in one word, "experience." Through the years, we estimate that Duncan Aviation has worked on 90% of this fleet! "We know these aircraft," he says. Our history, however, is only as important as the skill and commitment of our current team.

The Astra/Westwind team is up to the challenge. The team members are aware that the customer's first priority is downtime, which makes it top on Duncan Aviation's list as well. The team is continually challenged to improve upon efficiencies. Our team works three shifts including weekends to ensure excellent downtimes.

According to Rob, the greatest strength of the team is troubleshooting. In-house or over the phone, the team is excellent at locating and resolving mechanical issues. In addition to access at our main facilities, Astra/Westwind team member Donovan Mosher is part of Duncan Aviation's Rapid Response team. Rapid Response is a network of airframe & engine technicians located throughout the country on-call 24/7 for engine, airframe and APU services. These teams specialize in AOG situations and minor inspections. For their services, call 877.522.0111.

Duncan Aviation continually develops innovative maintenance trends for Astra and Westwind aircraft. In fact, team members and "Duncan Aviation manufactured tooling" have been requested by Gulfstream to assist with repairs, specifically aileron bearing replacements. In addition, Duncan Aviation lead the industry by developing RVSM solutions for the Astra, Astra SP and Westwind and holds the STC for the Astra APU. TO meet customer requests for charts and weather info on the flight deck, Duncan Aviation developed the STC for the Rockwell Collins Pro Line 21 IDS installation in the Astra. To continue our edge, great emphasis is placed on continued training. Almost every team member is certified in Astra maintenance initial and many in flap slat advanced troubleshooting.

As you consider airframe inspections, keep in mind that Duncan Aviation is equally as qualified in all aspects of your Astra/Westwind aircraft, including engine, interiors, paint, parts, avionics and accessories. Astra and Westwind aircraft are part of Duncan Aviation's heritage, our current success and a solid anchor for future work. As you approach your next Astra/Westwind workscope, consider the experience and expertise of Duncan Aviation.



Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including Air Data, Autopilot and Primus II systems. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call LARRY TROYER at 402.479.4219 or 800.LOANERS ext. 4219 or contact us at DuncanComponents.com.



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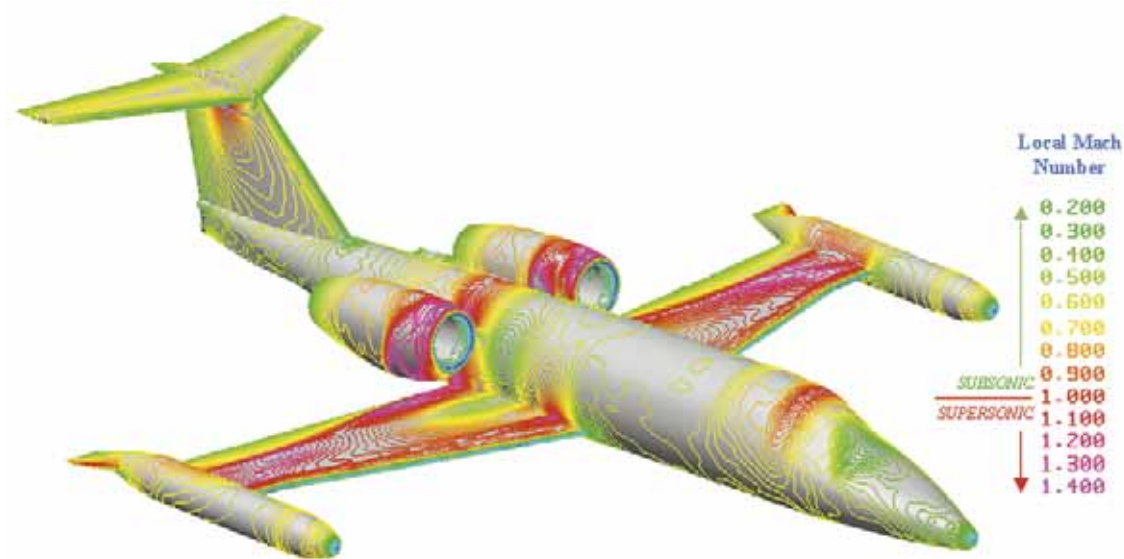


Duncan Aviation is *the* place for your Astra. In addition to our top-ranked maintenance force, our G100 interior experience is unmatched. In fact, the *Duncan Design Collection* now offers the G100 interior for the Astra, Astra SP and early Astra SPX—an industry exclusive. And for the flight deck, our *Glass Box Project* offers the Rockwell Collins Pro Line 21 IDS. To add the safety, functionality and beauty that Duncan Aviation delivers to this airframe, call Brian Husa, George Bajo or Steve Elofson.



A STRA-WESTWIND

Higher,  
Faster,  
Farther



## ZR LITE PERFORMANCE SYSTEM: OVERVIEW


Duncan Aviation was recently appointed an authorized installation center for Raisbeck Engineering Inc.'s new ZR LITE Performance System. The ZR LITE is a performance upgrade targeting the Learjet 35/36 wing that is designed to reduce drag and boost operational capabilities throughout the entire flight envelope.

Pete Reynolds, the ZR LITE project test pilot who amassed over 500 test flight hours sums up the system well, "The ZR LITE makes a classic airplane remarkably better in all areas."

The program began more than four years ago with the main intent to reduce fuel consumption and help operators out of "restricting" airports. Operators that take off from runways that are high-hot-and short are perfect candidates to maximize

their operations, but really all operators benefit when drag is reduced. Takeoff with more weight, fly higher, faster and farther than ever before while banking up to 10 percent in fuel savings. The ZR LITE simply offers more of what you bought your Learjet for in the first place!

Raisbeck Engineering's ZR LITE Performance System is good for the airplane, good for the mission, good for the pilot and good for the owner. Annual fuel savings alone provide a 20 percent to 30 percent return on investment every year, and it doesn't depreciate!

Contact Brad Lennemann at 800.228.4277 or Alan Hugget at 800.525.2376 for specific details on how the ZR LITE can expand your operations! 



Horizontal winglets reduce drag, reduce impact of wingtip vortices and increase aileron effectiveness.




Flap trailing edges reduce high speed drag, improve lift distribution and improve flap effectiveness.

## Imitation is *Not* Duplication

### DUNCAN AVIATION'S SILHOUETTE HEADLINER

It is only a matter of time until great designs are imitated. In 1998, Duncan Aviation introduced (and relieved the STC for) our Silhouette Headliner. It didn't take long for many to imitate this new standard for the Learjet cabin.

Beyond being one of the first major "aftermarket" improvements for the Learjet cabin, this piece was a cornerstone of a new movement within Duncan Aviation—the *Duncan Design Collection*. All components of this collection are aesthetically pleasing. But just like the Silhouette Headliner, their appearance is matched by their functionality and maintenance benefits.

Call Craig Boesch at 800.228.4277 or Matt Richardson at 800.525.2376 today to learn why the original is best. Also, learn about the innovations the *Duncan Design Collection* has created to make every minute you spend in your aircraft (and working on it) more enjoyable. 



Duncan Aviation has repaired and overhauled more stab actuators than anyone in the industry. We offer Major Landing Gear inspections and repair and overhaul capabilities for hydraulic pumps, pneumatic valves, fuel pumps, starter/generators, wheels and brakes and other airframe and engine accessory components. For free Accessory Technical & Sales support contact **CHRIS GRESS** at 402.479.1664 or 800.228.4277 ext. 1664, fax 402.479.4151 and online at [DuncanComponents.com](http://DuncanComponents.com).



Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including Autopilot and Flight Director systems. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call **CURT CAMPBELL** at 402.479.4220 or 800.LOANERS ext. 4220 or contact us at [DuncanComponents.com](http://DuncanComponents.com).



## A Note From Skip



As a newcomer to Duncan Aviation, I have had the opportunity to view the Challenger and Learjet teams with an unbiased eye—and what I have seen so far has impressed me a great deal.

Having worked closely with both the Challenger and the Learjet teams as well as the other associated shops, I have observed first-hand the dedication and hard work that goes into every workscope, no matter how large or small. From pre-planning on the part of lead technicians to the people who do the work, it is all about making sure our customers leave here wanting to come back.

I have also observed that the great morale here is a result of a can-do attitude that permeates Duncan Aviation culture. It drives home to me what I've always known: if we are content in our jobs, it shows . . . and the result is a happy customer.

I have the utmost confidence that these teams can take on any project, of any size, for our Challenger and Learjet customers and turn out a fantastic, finished product, on time with no squawks.

The sales department and the project managers are usually the first and primary contacts with the customer. But if it weren't for all of the dedicated folks who turn wrenches, install and repair avionics and interiors, and work behind-the-scenes to turn out perfect paint jobs, all their efforts would be in vain.

I must say that I am very proud to be part of the Duncan Aviation team.

Sincerely,

Skip Thorp  
Bombardier Technical Representative  
Airframe Sales  
Duncan Aviation

**EPIC CDS/R IS ON THE WAY FOR 601-3A/R.** Duncan Aviation's *Glass Box Project* is continuing its success with the Honeywell EPIC CDS/R by making it available in the Challenger 601 3A/R. To learn about the many benefits of this powerful system or schedule an input date, call **GARY HARPSTER** at 800.228.4277 or **DENNIS DeCOOK** at 800.525.2376 today.



Duncan Aviation is an in-house Messier-Dowty Approved Challenger Landing Gear Inspection and Restoration Center. Our Accessory capabilities also include repair and overhaul of hydraulic pumps and actuators, pneumatic valves, fuel pumps, starter/generators, wheels and brakes and other airframe and engine accessory components. For free Accessory Technical & Sales support contact **CHRIS GRESS** at 402.479.1664 or 800.228.4277 ext. 1664, Fax 402.479.4151 and online at [DuncanComponents.com](http://DuncanComponents.com).

**PAINT PROMISES.** Duncan Aviation's aggressive paint promises are customer favorites. In addition to our three-year protection warranty, our recently revealed 20-day turntime guarantee is making the "now or later" decision easy. Call **MIKE MINCHOW** at 800.228.4277 or **GEORGE BAJO** at 800.525.2376 for details.



Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including DCVR and Universal FMS. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call **CURT CAMPBELL** at 402.479.4220 or 800.LOANERS ext. 4220 or contact us at [DuncanComponents.com](http://DuncanComponents.com).

## YOUR CF34 ENGINE Plan for Success

**F**or any major maintenance event, planning is the single most important aspect. Planning allows operators to make informed decisions about their engine maintenance. There are options and Duncan Aviation can assist you in navigating the field to arrive at the best decision for your needs.

### Start Now!

Begin planning one year or 400 hours out from a Hot Section Inspection or Overhaul. This will allow you enough time to evaluate what is available, costs involved, downtime and project details.

### Proposals

An accurate proposal begins with a comprehensive look at the log books by Duncan Aviation's Research & Records Department. This information, together with quotes provided by heavy maintenance providers, gives Duncan Aviation the ability to generate proposals for all maintenance including incoming power assurance runs, engine R&Rs, shipping and heavy maintenance.


### Your Project Manager

An element that has proven very successful for customers of Duncan Aviation is that each project that passes through the doors is assigned a project manager. It is the role of the project manager to assist in planning and to "own" the project while in-house or in heavy maintenance. Any workscope issues or questions about the progress can be answered by this individual. The project manager's expertise is helpful as he can advise you on available options. In addition, a Duncan Aviation representative can travel with you (if desired) to the maintenance facility during heavy maintenance to review estimates and rejected parts.

### Duncan Intelligence Series

Duncan Aviation creates free quarterly faxes/e-mails which are available at no charge. These documents include technical information and tips unique to specific airframe and engine models Duncan Aviation specializes in; Falcons, Learjets, Astra/WWs, Citations, Hawkers, Gulfstreams TFE731 and P&W 500 series engines. In addition to these there are issues for Challenger and CF34 engines. Content is carefully monitored to ensure that the focus remains technical in nature. You may request one or all editions by contacting Connie Janak at [Connie.Janak@DuncanAviation.com](mailto:Connie.Janak@DuncanAviation.com) or by going to [DuncanAviation.com](http://DuncanAviation.com). Current and past versions are available via the website.

### CF34 & Rapid Response

No matter how much planning and forethought, problems occasionally arise. Duncan Aviation has a CF34 technical representative, Bill Walker, on staff. Bill has a vast amount of CF34 experience and is available to assist with troubleshooting or repairs. He and members of the CF34 team can be dispatched (as part our Rapid Response network) to your location for engine repairs, AOG situations or APU technical issues. You may request Rapid Response service by calling 877.522.0111. 




CHALLENGER



# Gulfstream Perfection

This Gulfstream recently departed Duncan Aviation—Battle Creek after completion of a large multi-shop project. The workscope included an airframe inspection, exterior paint, cockpit upgrades, entertainment upgrades and an interior refurbishment with a full softgoods package, veneer and hardwood replacement, new cabinetry latches and counter-tops, new LCD monitors and source equipment.

This type of project is second nature to Duncan Aviation, just one of many Gulfstreams we've completed in recent years. The downtime for this large workscope was only 12 weeks. 

- The veneer and hardwood on the cabinetry, tables and trim was replaced with high-gloss quarter-figured eucalyptus. The tables were finished in a starburst pattern.
- The seating was upholstered with chenille and leather and the headliner was finished with ultraleather.



It is widely known in the market that a "by Duncan Aviation" entry in your logbook will pay dividends when you sell your aircraft. So, what is your aircraft worth to you? Give your maintenance events, engine work, interior and exterior refurbishment the logbook entry they deserve. Call **GEORGE BAJO** at 269.969.8400, or **BRIAN HUSA** at 402.475.2611 for more information.



Accessory capabilities include repair and overhaul of hydraulic pumps and actuators, pneumatic valves, fuel pumps, servos, inverters, starter/generators, wheels and brakes and other airframe and engine accessory components. For free Accessory Technical & Sales support contact **CHRIS GRESS** at 402.479.1664 or 800.228.4277 ext. 1664, fax 402.479.4151 and online at [DuncanComponents.com](http://DuncanComponents.com).



Duncan Aviation's Avionics / Instruments capabilities include repair/overhaul for more than 18,000 units including Primus Series Radar and HF systems. We have a \$7.5 million pool of loaners, 12 Technical & Customer Account Reps and 24/7 help to troubleshoot problems and provide loaners. Our technicians have cumulative totals of 1,260 years of service with Duncan Aviation and 1,502 years in the industry. For free assistance, call **DAN MAGNUS** at 402.479.4217 or 800.LOANERS ext. 42217

- Modern oval cabinetry latches were installed and plating throughout the aircraft was updated with gold-plated hardware.
- A 20-inch LCD monitor was installed in the forward bulkhead and a 15-inch sidewall-mounted monitor was installed across from the double-club seating area.



# What is a Duncan Aviation 8130-3 Worth?

Question number four on an 8130-3 form asks who the organization is who provided the services outlined on the rest of the form. To an aircraft operator, it should make all the difference in the world whose name is on that line. When you have Duncan Aviation perform an overhaul or repair or if you purchase a part from Duncan Aviation's Parts Support Services Team in most cases you will see the Duncan name on line four of the 8130-3. When that name is on line four of your 8130-3, certain things are expected.

*You expect personalized service from people with decades of experience and a 50-year, family-owned tradition of solving customer problems.*

*You expect tens of thousands of capabilities covering avionics, instruments, accessories, propellers and associated airframe parts. In addition, you expect the greatest variety of services in the industry.*

*You expect the lowest rate of warranty incidents every time you install the unit you purchase.*

*You expect 24/7 service and technical people who are unparalleled in their aviation knowledge and years of experience in the industry.*

*You expect loaners to keep you in the air and delivery of those loaners when you need them.*

*You expect a parts team that can locate parts, manage repairs & overhauls, provide rotables and exchanges and that has a network of contacts that will keep you flying.*

*And most importantly, you expect an industry perception of excellence in all phases of aviation services.*

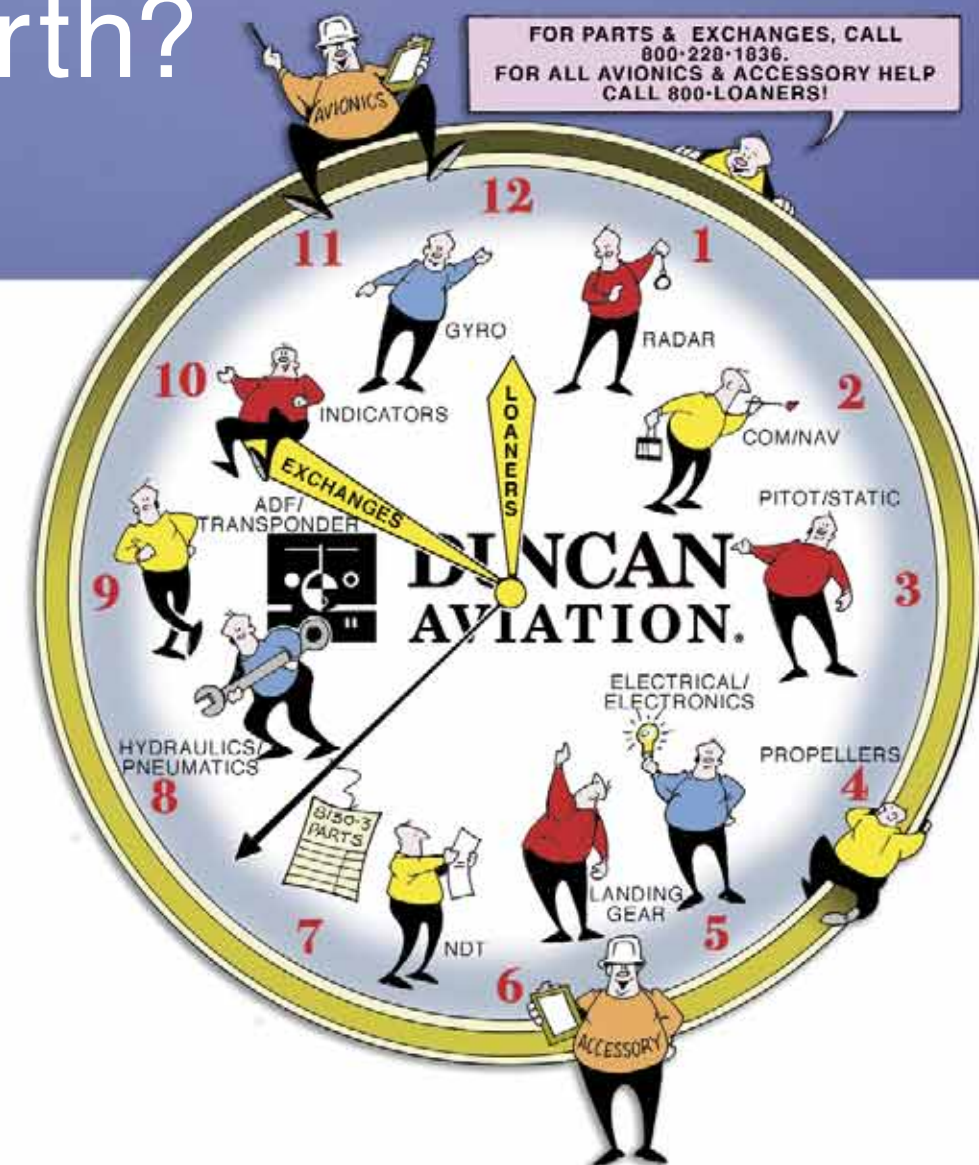
These are the things that sophisticated aviation customer's demand in today's world. Duncan Aviation is the one company that delivers every time the phone rings.

What's a Duncan Aviation 8130-3 worth? Ask your industry peers who use Duncan Aviation regularly, if you can catch them; they're usually in the air! And in the end, keeping you in the air is the biggest reason having Duncan Aviation's name on line four of your 8130-3 is so important.

When you're in the eleventh hour of an aviation need, the only name you need to know is Duncan Aviation.

For all your parts and exchange needs call 800.228.1836, 24/7.

For avionics and accessories, please call 800.LOANERS 24/7. ☎





## Let the "Road Shows" Roll

Few companies make it to their 50th anniversary, but then most people in aviation already know that Duncan Aviation is a company unlike any other. A 50th anniversary is a celebration that requires pizzazz, imagination and hard work. Duncan Aviation has come through again with our "Chart-Topping Hits of '56" Road Shows.

At press time, six of these special events had taken place.

What are the Duncan Aviation 50th anniversary celebrations all about? They are about having a little fun with our

**DUNCAN AVIATION.**  
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50s  
FOREVER

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vast, hard-working aviation community while remembering Duncan Aviation's unique heritage within that community. The shows feature '50s-style food, entertainment and, of course, the fabulous 1956 Chevrolet Bel Air, which will be presented to a lucky winner


drawn at the 2006 NBAA Show in Orlando, Florida, this October. The buzz is in the air about this car; don't miss out on your opportunity to participate and win.

How can you win? As long as you are a member of the business aviation community and you fill out one of our official entry forms, you will be entered in the contest. The easiest (and most fun) way to register is by



attending one of our Road Shows. But you may also enter by stopping in at Duncan Aviation - Lincoln, Duncan Aviation - Battle Creek or mailing in an official "at-large" entry form. (See the official rules at [www.DuncanAviation.com](http://www.DuncanAviation.com) for more information.)\*

So far, six lucky finalists have been selected through our Road Shows for the final drawing at the NBAA. They are: Mike Serrano (Van Nuys), Jason Baker (Las Vegas), Ryan Horst (Scottsdale), Gary Smith (Houston - IAH), Brad Crudup (Houston - Hobby) and Michael Moore (Dallas). These lucky people

have a chance at the Bel Air just because they participated in our celebrations. Don't miss your opportunity for some great food, great fun and the possibility of winning the Grand Prize 1956 Chevrolet Bel Air. 

**\* NO PURCHASE NECESSARY.**  
Eligibility requirements apply.  
Void where prohibited. For  
Official Drawing Rules,  
please visit our website.



DUNCAN AVIATION.  
Airport  
81857  
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