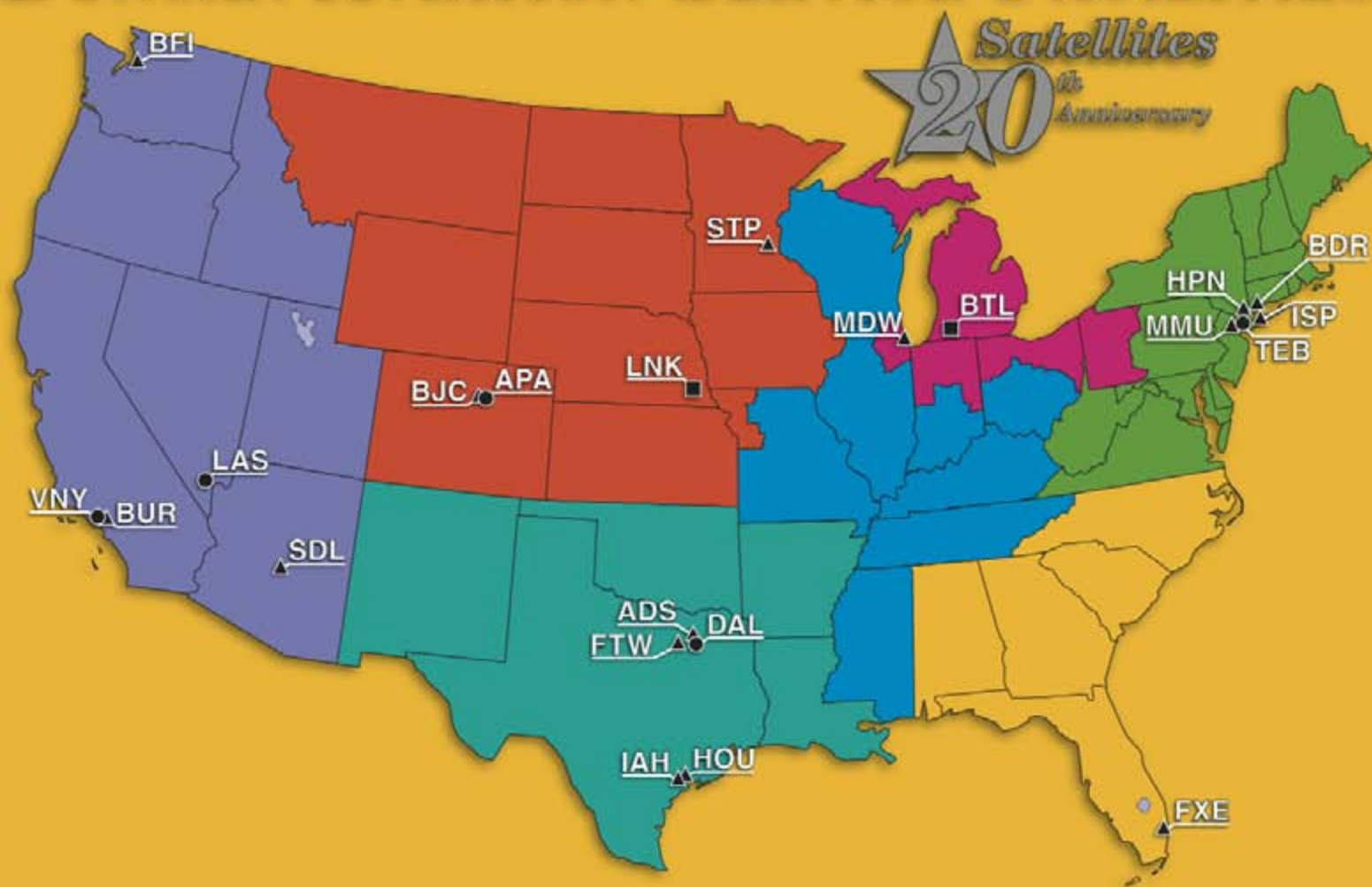


DUNCAN AVIATION SERVICE FACILITIES



■ COMPLETE SERVICE FACILITIES			
LNK	Lincoln, Nebraska	24/7 Avionics & Instrument Support	800.562.6377
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
BDR	Bridgeport, Connecticut	Manager: Ernie Della Vecchia	914.686.8294
BFI	Seattle, Washington	Manager: Matt Nelson	303.649.1790
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	214.352.3468
FXE	Ft. Lauderdale, Florida	Manager: Dave Molsberry	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	713.644.0352
ISP	Long Island, New York	Manager: Terry Markovich	631.981.1080
MDW	Chicago, Illinois	Manager: Dan Wilder	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
24/7 In-Field AOG Services For All Locations		Airframe, Engine & APU	877.522.0111

REGIONAL MANAGERS	
TONY YEARY	WESTERN U.S.
Phone:	480.641.3196
Fax:	480.641.2211
Cellular:	602.363.4456
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Cellular:	817.247.1067
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RICK RANDALL	GREAT LAKES
Phone:	269.969.8468
Fax:	269.969.8489
Cellular:	269.317.7098
BOB BREGA	NORTHEAST U.S.
Phone:	570.894.4955
Fax:	570.894.4365
Cellular:	570.807.6383
PETE ALVES	SOUTHEAST U.S.
Phone:	561.798.1251
Fax:	561.333.5813
Cellular:	561.236.5010





12 **CHARLES HANNER.**

When you absolutely, positively have to have excellence.



4 **EXPERIENCE. UNLIKE ANY OTHER.**

Our Best Practices initiative ensures that we consistently provide the best possible experience to each and every customer.



21 **INTERNATIONAL SERVICE AS GOOD AS GOLD.**

Aircraft parts in the U.S. have never been cheaper!



32 **25 YEARS OF TFE731 ENGINES.**

Duncan Aviation has been committed to TFE731 engines for 25 years. This level of experience creates the experts you need in your corner for engine maintenance.



42 **RAPID RESPONSE.**

AOG? If it happens, remember Duncan Aviation Rapid Response teams. We have airframe, engine and component teams to get you back in the air quickly.

AIRFRAME & ENGINE SPECIFIC.	
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Some of the newsworthy events related to Duncan Aviation and the aviation industry.	
THE SERVICES YOU NEED.	BACK COVER
Duncan Aviation has two full-service locations, avionics install and line shops, regional reps and Rapid Response AOG support.	

TECHNICAL REPRESENTATIVES.	8
Duncan Aviation's technical representatives exist for all core airframe/engine/avionics models. Take advantage of their technical expertise.	
MORE THAN SKIN DEEP.	14
Find out how a quality exterior refurbishment will increase the value and performance of your aircraft.	
AVIONICS INSTALLATIONS IN YOUR BACKYARD.	16
Small and mighty, our satellite shops are in (or near) your backyard and ready to troubleshoot, repair or upgrade your avionics.	
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Do you have space-aged batteries in your aircraft today?	
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Aircraft Sales and Acquisitions With Depth. Make Duncan Aviation's resources yours when buying or selling your aircraft.	

Experience Allows for Innovation

Duncan Aviation will celebrate its 50th Anniversary in 2006. Few family-owned companies stay in business this long, let alone continue to thrive. Duncan Aviation is a great company that continues to improve. That is a bold statement. . . and one that I do not make lightly. Yet it is true. It is true because of its team members—the people who helped form the company, who sustained it for 50 years, and who will ensure that our company values and culture will continue to make it even better.

Countless awards have been bestowed upon Duncan Aviation from our industry, our customers and our employees. Greatness in any organization, however, is defined by its people. Our team members are dedicated, hard workers with a natural “mechanical/technical sense” and a passion for customer service.

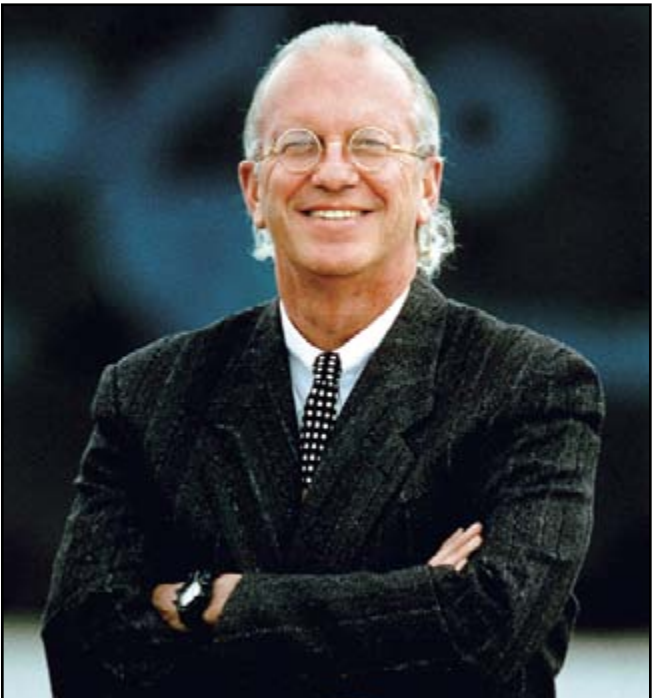
When we chose the “Experience. Unlike any other.” tagline for our current advertising campaign, we did so because we liked the double-entendre of the word “experience.” Yes, our drive for making customers happy equates to a wonderful service experience. On the flip-side, our

team members possess a volume of knowledge, innovation and enthusiasm that is unmatched in the industry.

We have team members who sit on advisory boards for airframe, avionics, accessory and parts OEMs. Some have shared innovative solutions with OEMs and others in the industry. Some have designed their own tools to help us work more efficiently and safely. Others have designed new product offerings that give customers better designs and more flexibility. Still others know the FAA requirements like the back of their hands and can work through certification issues with ease.

There is a unique spirit and drive in our team members that allows them to take their experience and not only share it with others, but apply it in the area in which they work to make things better not only for the customer, but for the entire industry.

J. Robert Duncan, Chairman



Duncan Aviation Announces The Glass Box Project

Duncan Aviation is pleased to announce *The Glass Box Project*, a complete course change from “business as usual” in the strengthening LCD or “glass cockpit” avionics retrofit market. Duncan Aviation has combined customer feedback, market research and relentless product evaluation to learn what customers want and need in the years ahead and which product is the best match for their aircraft. Further, certification preplanning and improved production practices have and will reduce the downtime required to perform these major avionics retrofits.

Today’s large LCD displays afford new opportunities for modernizing flight decks by offering advanced, large-format instrument suites that interface with most existing systems. These systems increase the value of older aircraft and add safety and technology that has normally been available only in aircraft fresh off the assembly line. Many of these systems are capable of displaying TAWS, TCAS, Synthetic Vision, Weather and Navigational information in addition to the technology required for CNS/ATM.

The Glass Box Project will ultimately include most of Duncan Aviation’s core airframes. In no particular order, the first aircraft in the program follow:

AIRFRAME	SYSTEM
Astra SP	Rockwell Collins IDS-3000
Challenger 600-601	Universal Avionics EFI-890R
Challenger 601-3A	Honeywell Epic CDS/R
Falcon 50 (w/ APS-85)	Rockwell Collins IDS-3000
Falcon 50 (w/ Honeywell AP)	Honeywell Epic CDS/R

“This is a fundamental shift in our approach to major avionics retrofit projects,” says Ron Hall, Duncan Aviation Sales Representative. “We have shifted from a tactical, reactive approach of scrambling to meet requests, to a strategic approach that researches products, airframes and hull values prior to committing to investing in system certification. *The Glass Box Project* approach is better for us, the avionics equipment OEMs, the FAA and most importantly, our customers.”

“Two key reasons for this growing market are price and technology,” says Gary Harpster, Duncan Aviation Sales Representative. “The products are now able to deliver the most desirable features and function at prices within the budgets of more flight departments. We believe that in the very near future, these upgrades will be the standard, not the exception among legacy aircraft.”

Duncan Aviation’s high-quality avionics installations, modifications, and complete aircraft maintenance are available at the Lincoln, Nebraska, headquarters, as well as the Battle Creek, Michigan, facility. In addition, several Duncan Aviation satellite avionics shops including Teterboro, NJ; Van Nuys, CA; Dallas/Ft. Worth, TX; Denver, CO; and Las Vegas, NV; will be performing these avionics modifications. For more information, please call Duncan Aviation Modifications Sales in Lincoln 800.228.4277 or 402.475.2611, and Battle Creek 800.525.2376 or 269.969.8400.

Duncan Aviation-Battle Creek Named Learjet Service Center

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 joins 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.

“Our Duncan Aviation-Battle Creek team is very excited to take on this new responsibility. We will draw on the deep Learjet experience and history throughout the Duncan Aviation organization to quickly provide outstanding support to all Learjet operators who visit our Battle Creek facility,” says Tom Burt, Executive Vice President of Sales and Customer Service, based in Battle Creek.

“Bombardier customers asked for additional Learjet service and support in the Upper Great Lakes region, and we believe that Duncan Aviation-Battle Creek is a great choice to meet those needs,” says David Orcutt, Vice President, Customer Services, Bombardier Aerospace, Business Aircraft.



Duncan Aviation’s Engine Services Receives Top Rating in Professional Pilot’s Survey

Duncan Aviation was named the #1 TFE731 engine service provider for HSI and major repairs in *Professional Pilot* magazine’s annual Turbine Engine survey. The survey polled *Professional Pilot* readers about their engine service experiences for engine overhauls, HSIs and major repairs (MRs).

After nine years of conducting an overhaul-only survey, the magazine broadened the survey scope to include other engine services and then ranked winners in two areas—those who can perform overhauls as well as HSIs and MRs and those who concentrate on HSIs and MRs. For more information about Duncan Aviation’s TFE731 engine services, see pages 32-35.

Duncan Aviation Unveils The Duncan Design Collection

Duncan Aviation and Duncan Design proudly introduced *The Duncan Design Collection* last fall at the National Business Aviation Association convention. *The Duncan Design Collection* is a truly revolutionary approach to aircraft interior design and refurbishment. *The Duncan Design Collection* combines award-winning designs with leading edge technologies and proven manufacturing processes. All driven by the goal of creating significant efficiencies in producing and certifying corporate aircraft interiors while never compromising on the flawless quality and attention to detail that remain Duncan Aviation’s trademark.



Each and every component in *The Duncan Design Collection* is developed with an eye for design, fit and style. Further, the *Collection* is set apart by its masterful blend of ergonomics and ease of maintenance, rooted in an unmatched breadth of experience with nearly every corporate aircraft model. *The Duncan Design Collection* includes fresh and refined upholstery designs, cabinetry and paint schemes for all corporate aircraft along with our industry-leading innovations such as the Silhouette Headliner for the Learjet 30-series and the recently unveiled Falcon 50 shell package.



Duncan Aviation and Raytheon Aircraft Company Partner for Hawker Landing Gear Overhaul & Repair

Duncan Aviation is pleased to announce an agreement with Raytheon Aircraft Company whereby Duncan Aviation will be the exclusive agent for Raytheon Aircraft Parts Inventory and Distribution (RAPID) to repair, overhaul, test and provide inventory logistics in support of the RAPID rotables program for Hawker landing gear. The agreement covers Hawker models 1A thru 700, 800, 800XP & 1000. For logistical purposes, inventory will now be centrally located at Duncan Aviation’s Lincoln, Nebraska, facility.

Because of the recent changes in inspection requirements mandated by Raytheon Aircraft Company, RAPID and Duncan Aviation have partnered to provide Hawker operators with superior support services and cost efficiencies with few bill backs in order to manage the expected influx of landing gear. Duncan Aviation will provide 24/7 and AOG support for RAPID’s on-time delivery program in addition to a 24-hour AOG hotline to provide RAPID customers with instant response to emergency situations.

“Duncan Aviation is excited to partner with RAPID and support RAPID with Hawker landing gear,” says Todd Duncan, President of Duncan Aviation’s Components Services. “Our relationship with Raytheon Aircraft Company has always been on a positive note and our experience includes more than a decade of repair and overhaul work on Hawker landing gear. Our technicians look forward to supporting Hawker operators who are fast approaching the new Raytheon Aircraft Company mandates.”

For more information, see our Hawker section on pages 28-29.

Jeff Manion Named VP of Service Sales

Jeff Manion has been named the Vice President of Service Sales. In this position, Jeff will be responsible for airframe service sales company-wide and will play a role in strategic planning as a member of Duncan Aviation’s Senior Management Team.

Most recently, Jeff was the Team Leader of Service Sales for Duncan Aviation’s Lincoln facility; he specialized in Falcon maintenance services. In his new position, he will be responsible for airframe service sales for both the Lincoln and Battle Creek locations. The position is located in Michigan.

“This is great news for the entire Duncan Aviation organization,” says Tom Burt, Vice President of Sales and Customer Service in Battle Creek. “Jeff is a proven leader who knows how to care for customers. His energy and deep Falcon experience will be a tremendous addition to the Battle Creek facility.”

Jeff began his aviation career 26 years ago as an A&P mechanic with Cessna. He has held several positions in the industry including some with Learjet and CAMP Systems. He also honed his business skills by owning and operating his own business for several years.



Experience. Unlike any other.

An exhilarating freefall, wind screaming in your ears and slapping your face.

A quiet moment, building a relationship that will last a lifetime.

There are some things you just need to experience to truly appreciate and understand. Lifelong memories are burned into our minds when our senses are stimulated in unforgettable ways. The results can be downright addictive. Just ask an avid sky diver, a motorcycle enthusiast or a hooked fly fisher. They love their hobbies and can't wait to experience them again and again.

At Duncan Aviation, we don't really think that "having major service performed on a business jet" will ever make anyone's list of "The Best Things to Do in Life." However, we know that major aircraft projects *can* create good experiences. We measure the customer experience as a blend of our physical performance and

the emotions evoked, intuitively measured against customer expectations across all moments of contact.

Our mission is to consistently provide the best possible experience to each and every customer. Many of our customers have told us that we are unique, and many express confidence in our abilities by returning again and again. To ensure that keeps happening, we put together a team of nearly 100 of our most experienced aviation professionals to hash through and document the very best way for our team to work through a project. During dozens of meetings spanning more than 18 months, we examined what made for the best possible customer experience, documented those practices and have

put processes in place to make them standard for every job and every customer. This process has taken us over a year to do, and we are not done yet. Internally, we call the initiative "Best Practices."

The five main Best Practice categories are sales, planning, work in process, delivery and follow-up after delivery. Sounds simple, right? Well, each of these categories contain dozens or even hundreds of moments of truth—moments that could make or break the confidence of the customer and the ultimate success of the project. Take a look at the chart on the following pages to see what our Best Practices mean to you.

Our Best Practices initiative which began in 2003 is still growing and changing. Every sale, every delivery, every customer interaction teaches us something. We strive to take those moments and use them as tools to make every moment exceptional.

No, we don't think you'll ever mistake your visit to a Duncan Aviation facility with your last trip to Disney World. However, we do take steps to ensure that your time spent working with our people and staying with your aircraft at our facility is as pleasant as possible because it, too, can be full of "Magical Moments."

Feeling comfortable booking a trip for the day after delivery, knowing you'll get out on time, on budget and without stress.

Being able to relax knowing that you're working with friends and technical experts who have your safety and productivity in mind at all times.



BEST PRACTICES



Sales

- We see this as our first chance to prove ourselves to you.
- Our Sales Philosophy is to be your knowledgeable friend and advocate in the industry, your go-to resource for answers, guidance and support.
- The Lead Sales Rep is your single point of contact and will work with you to define your workscope in great detail prior to input.
- Our sales documents—from quotes to final invoice—have been refined to ensure consistency and decrease response time.
- These documents feed directly to a Service Plan, which is then handed off to your Project Manager to start the planning process. A hand-off checklist ensures that all information and your expectations are transferred.



Planning

- Once agreements are signed, your schedule is finalized and teams are assigned to your project.
- Planning prior to your arrival is a hallmark of our success. The teams dedicated to your project meet several times to discuss the workflow and resolve any issues before your arrival.
- Project flowcharts and milestones are developed to ensure the most efficient job flow.
- This phase culminates in the Arrival Debrief Checklist, which is used to facilitate the initial meeting between you and the service teams.



Work In Process

- Communication is key in this phase of the project. Your assigned Project Manager does just what you would think—he manages the details of your project.
- Your Project Manager is your single point of contact and is responsible for:
 - Daily customer communication on job progress & open issues.
 - Team communication/Teamwork/Team confidence.
 - Customer work approval.
 - Weekly team meetings at the aircraft.
 - Weekly financial review.
- Each shop's Team Leader works daily with the Project Manager to:
 - Manage work order parts and labor accuracy.
 - Provide Daily Work Progress Reports.



Delivery

- A Delivery Checklist is used to ensure we deliver as promised.
- Our goal is to "WOW" every customer with a smooth delivery.
- Your Project Manager will sit down with you and review a detailed report of your charges prior to final billing.
- The final, organized invoice matches sales proposals.
- There will be no surprises!



Follow Up

- An internal 60-second critique performed by Project Manager rates how well we used our Best Practices Guidelines for your project.
- The Project Manager's goal is to resolve any open issues as soon as possible.
- The Lead Sales Rep makes a closure call after all open issues are resolved.
- We want to learn from every customer experience, so we use the follow-up call to get your perspective on the project several weeks after completion.
- Our goal is to gain feedback & continue an open dialogue with you.



The Duncan Aviation Customer Promise:

At Duncan Aviation, we promise to bring an experience unlike any other to owners and operators of business aircraft. We accomplish this by being a knowledgeable friend who cares enough to provide personal guidance, innovative services and ongoing support.

Need An Answer?

START WITH DUNCAN AVIATION'S TECHNICAL REPRESENTATIVES

At both Duncan Aviation facilities, there exist an elite group of experts. At Duncan Aviation, we refer to these individuals as "technical representatives." One or more of each specialize in all Duncan Aviation's core airframe and engine models and avionics systems. The history of each of these gentlemen includes many years of hands-on experience in their area of specialty.

This group supports Duncan Aviation teams with day to day questions concerning repair and maintenance issues. They also

enjoy a close relationship with the OEMs to keep abreast of the most current information and to facilitate successful conclusions on repair issues. In addition, several of Duncan Aviation's technical representatives serve on OEM advisory boards.

While your aircraft is at a Duncan Aviation facility, our technical representatives will be in close contact with you and your project manager throughout the duration of your project. But for technical questions at other times, simply call them for free advice and troubleshooting.

Airframe Technical Representatives



Ron Grose
Falcon Tech Rep

402.479.1640 . direct
800.228.4277 . main



Joe Austin
Citation Tech Rep

269.969.8422 . direct
800.525.2376 . main



Mark Goertzen
Falcon Tech Rep

402.479.1511 . direct
800.228.4277 . main



Ed Johnson
Citation Tech Rep

402.479.1555 . direct
800.228.4277 . main



Kevin Bornhorst
Falcon Tech Rep

269.969.8482 . direct
800.525.2376 . main



Roy Olsen
Hawker Tech Rep

269.969.8419 . direct
800.525.2376 . main



Tim Garity
Gulfstream Tech Rep

402.479.1546 . direct
800.228.4277 . main



Dick Hyde
Hawker Tech Rep

402.479.1561 . direct
800.228.4277 . main



Airframe Technical Representatives (Continued from Page 9)



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Astra/Westwind Tech Rep
402.479.1546 . direct
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Bill Walker
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Ken Kuchenreuther
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Avionics & Instruments Technical Representatives



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Avionics/Instruments Tech Rep
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800.562.6377 . main



Dan Magnus
Avionics/Instruments Tech Rep
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800.562.6377 . main



Curt Campbell
Avionics/Instruments Tech Rep
402.479.4220 . direct
800.562.6377 . main



Gerry Schultz
Avionics/Instruments Tech Rep
402.479.4212 . direct
800.562.6377 . main



Some things need to be experienced to be truly appreciated.

DUNCAN AVIATION
Experience. Unlike any other.





Charles Hanner: 2005 National Avionics Technician of the Year.

Charles Hanner is an avionics professional who exemplifies the traditions of quality and customer commitment so prevalent at Duncan Aviation. His dedication to customer service and avionics excellence was recently acknowledged by the aviation community by being named the 2005 National Avionics Technician of the Year by the General Aviation Awards Program, in cooperation with the FAA. The award will be presented at the EAA AirVenture Aviation Celebration event in Oshkosh, Wisconsin, July 25-31.

Charles began his avionics career at Duncan Aviation in 1990, after receiving his associates degree in telecommunications technology from Western Iowa Technical Community College in Sioux City, Iowa. With few opportunities in the telecommunications industry, Charles turned to aviation. "I was always intrigued with aviation, but never thought about having a career in it," he explains. He began as an avionics technician, specializing in autopilots and flight director systems. In 1998, Charles became the Avionics Line Team Leader.

Customers recognize the special talents that Charles possesses. Louis L. Roberts, Chief Pilot of Valley Hope Association, has this to say about Charles: "For some time now, I have been thinking about an individual at Duncan Aviation who does his job very well, is low-key, a good leader of his team and, number one, solves my avionics problems. That individual is Charles Hanner...On a scale of 1-10 with 10 being the best, Charles ranks a 10+ on my list of avionics people."

When Duncan Aviation customers are in need, they expect an "Experience. Unlike any other;" Charles Hanner delivers it every time! Congratulations, Charles from your Duncan Aviation teammates, customers and all aviation professionals.





More Than Skin Deep

PAINT, MAINTENANCE & AIRCRAFT VALUE

At Duncan Aviation, we treat exterior paint like a maintenance event. And we take special care to make sure that everything we do during the exterior refurbishment increases the value and performance of your aircraft. These extras are in addition to our dedication to a final appearance that will turn heads back home on the ramp.

An aircraft kept in a quality coat of paint is less likely to develop corrosion. For this reason, aircraft should be stripped, inspected and repainted by a reputable aircraft paint facility every five to seven years. Paint technology has improved considerably in recent years. High Solids primers and paint have evolved into excellent products with proven performance on all surfaces, including composites. Flexible agents in High Solids paint and primers, combined with skilled paint technicians, ensure a long-lasting, top-quality finish and maximum protection for your aircraft. Also consider that inferior or old paint can cause electrical problems affecting comm radios and navigation receivers. In addition, many aircraft manufacturers' "continuing maintenance instructions" for RVSM aircraft stress that the paint around the static ports needs to be kept in "new condition" with no paint chips allowed to disrupt the airflow over the static-sensing areas, which could cause altitude errors.


It is important to remember that anyone considering buying or selling an aircraft will consider not only the current condition of the paint, but how often the aircraft received a high-quality exterior refurbishment. An aircraft that has been painted every five years will maintain a higher value in the market.

We take special care to make sure that everything we do during the exterior refurbishment increases not only the appearance, but the value and performance of your aircraft.



Here is a short list of a few of the details that go into a Duncan Aviation exterior refurbishment:

- A professional designer dedicated to you to develop a paint scheme. The designer works with you and the paint team from the initial paint renderings, through the stripe layout, to the final delivery of your aircraft.
- A down draft paint booth will significantly reduce rework by virtually eliminating over-spray and will produce a very high quality product.
- Separate paint and strip hangars big enough for your aircraft and environmentally friendly, including a pre-treatment plant and a system to process hazardous waste in accordance with EPA regulations.
- Paint technician experience. Duncan Aviation has been painting private and corporate aircraft for nearly 25 years.
- A Paint Detail Team that details the aircraft before delivery. Their TLC make your job easier the next time you have to remove an access panel.
- Three year warranty. We stand behind our work and we put it in writing.

If you are considering whether your aircraft needs paint this year, go beyond the appearance. Treat the exterior paint as a maintenance item. We do, because we know that exterior paint is an event that requires the attention of the best experts in the field, the highest quality facilities available, and one that is required at regular intervals. 



SPECIAL OFFER: QUICK TURN PAINT.

OUR 24/7 LARGE AIRCRAFT PAINT TEAMS HAVE SET A RECORD AGAIN, RETURNING A LARGE AIRCRAFT TO SERVICE AFTER ONLY 20 CONSECUTIVE CALENDAR DAYS.

CALL MIKE MINCHOW AT 800.228.4277 OR GEORGE BAJO AT 800.525.2376 FOR DETAILS ON A 20 DAY EXTERIOR PAINT FOR YOUR AIRCRAFT.

The Satellites

AVIONICS INSTALLATIONS IN YOUR BACKYARD

Perhaps you've heard of Duncan Aviation's network of satellite shops. Perhaps you've even used them for basic troubleshooting or line work. What you might not know about these shops is that a growing number of our customers have chosen them for major avionics installations.

From a distance, the capabilities of our satellite shops may seem limited when compared with our shops in Battle Creek and Lincoln. True, they are smaller, but each shop has a dedicated engineer in Lincoln and is fully equipped to perform modifications on all types of corporate and general aviation aircraft with the same precision as our full-service facilities. Also, many of our satellite customers appreciate having their aircraft at the center of attention. When satellite shop customers arrive, they meet every person who will be touching their aircraft and can sense the importance of their project to this team.

In addition to the projects featured here, these shops are fully capable of avionics troubleshooting and repair of all types in addition to avionics system installations such as SATCOM, TCAS II, FMS, RVSM, TAWS/EGPWS, high-speed data, direct TV and Glass Box Project products including live weather and radar. For more information about our satellites, call Sean Robinson at 800.228.4277, or better yet, visit the shop nearest you.

Shop: **Dallas, TX**
Manager: **Kent Beal**
Major 2004 Project: **1124 Westwind**
Details: **RVSM IS&S, UNS TAWS, Euro kit (NCS, 8.33 modification, 406 Mhz ELT and TCAS II)**
Expertise: **Westwinds & Challengers**

Shop: **Van Nuys, CA**
Manager: **Tony Russo**
Major 2004 Project: **Gulfstream GII**
Details: **RVSM and EGPWS-A**
Expertise: **Gulfstreams**

Shop: **Las Vegas, NV**
Manager: **Mark Francetic**
Major 2004 Project: **Hawker 800A**
Details: **Dual UNS FMS TAWS-A, TCAS-II Iridium ELT406**
Expertise: **Hawkers & Gulfstreams**

Shop: **Teterboro, NJ**
Manager: **Terry Markovich**
Major 2004 Project: **Falcon 900EX** Details: **Rockwell/Collins HS-2100 two-channel high-speed data w/ wireless LAN.**
Expertise: **Falcons & Gulfstreams**

Shop: **Denver, CO**
Manager: **Matt Nelson**
Major 2004 Project: **1124A Westwind**
Details: **RVSM, TAWS-A, FMS, etc.**
Expertise: **Westwinds & Learjets**



Raising the Bar for Citation Service

The Duncan Aviation airframe maintenance teams have set the standard for Citation maintenance. If experience is important to you, consider that Duncan Aviation has been an authorized Citation Service Center for 32 years. Our maintenance teams are committed to quality service and it shows. In the last 36 months alone, Citation operators have chosen Duncan Aviation to complete nearly 200 Phase 5s and our technicians have seen thousands of Citation aircraft.

In addition, Duncan Aviation has been voted the #1 maintenance facility by the readers of *Professional Pilot* magazine for 18 of the past 19 years. Our Citation teams provide the best service bar none in the industry at a fair price and shortest downtimes.

Accept no less than Duncan Aviation for your Citation maintenance. To request a comprehensive quote, contact Tim Klenke in Lincoln, Nebraska, at 800.228.4277 or Dennis VanStrien in Battle Creek, Michigan, at 800.525.2376.

In addition to our comprehensive capabilities in airframe, we are also the recognized leader in the industry for interior and exterior refurbishment on Citations. Over the last several years we have completed literally hundreds of paint and interior refurbishments on Citations. Our experience covers all models from the Citation 500 up through the Citation 750. The breadth and depth of that experience allows us to offer turntime guarantees and an extended warranty that are unmatched in the industry today.

Mike Minchow, Team Leader of Completions/Mods Sales for Duncan Aviation, states, "The experience level of our employees and their commitment to excellence to their craft and to our customers is the reason Duncan Aviation has earned a reputation for superior quality and excellent customer service."

Call Mike at 800.228.4277 to find out more about the quick turn paint offer, the turntime guarantee and the extended warranty for Citation completions and become our next raving fan. 🗣️

"The experience level of our employees and their commitment to excellence to their craft and to our customers is the reason Duncan Aviation has earned a reputation for superior quality and excellent customer service."

– Mike Minchow

Considering Flight Deck Upgrades?

If you have decided against an investment in RVSM certification, you are probably flying in more traffic and weather than you were before RVSM went into effect. If you're ready to make the RVSM investment, we have kits available. If you are going to continue operating without RVSM, you may want to consider some investments in safety like radar upgrades, WSI weather and TCAS. For more information contact Kim Konopnicki at 800.525.2385 or Ron Hall at 800.228.4277.

Paint Experience. Unlike Any Other.

Duncan Aviation has painted nearly 100 Citations in the last two years. This experience, combined with the ultimate in quality, means that a Duncan Aviation paint job is the best value available in the market.

As Burt Baldwin, Chief Pilot for Jefferson County Racing, stated, "We had heard that Duncan Aviation provided the best paint quality in the country, but we were surprised at how dramatically different our experience was compared to other places we've been. The work ethic of everyone we came in contact with was amazing. It is hard to describe every little thing that made our experience great. It will have to suffice to say that we wanted quality and downtime we could count on, and we got that and more. We will be back."

Accessory Capabilities

Duncan Aviation's growing capabilities include air handling valves, actuators, power supplies, fire detectors, temp switches, wheels, brakes, thrust reversers and many others.

800.LOANERS

Duncan Aviation's Avionics Customer Account Representatives handle thousands of customer requests every month for loaners, unit status reports, unit scheduling and a myriad of other inquiries. Duncan Aviation has eight Avionics Customer Account Representatives who are ready to assist you. Call them any time at 800.LOANERS

Special Offer: Quick Turn Paint
Our large aircraft paint teams have set a record again, returning a large aircraft to service after only 20 days. Call Mike Minchow at 800.228.4277 or Suzanne Hawes at 800.525.2376 for details on a 20 day exterior paint for your Citation X.



Better Than New

Duncan Aviation has completed interior and exterior refurbishments on all Citation models from the earliest 500s to the latest 750s. Some details of a recent interior project include:

- Cabin chairs covered with leather and crewseats refurbished with leather trim and sheepskin inserts.
- Ultraleather-covered headliner and windowline.
- Chenille fabric-covered lower sidewalls, curtains and aft lavatory bulkhead.
- New leather-wrapped drinkrails.
- New loop carpet with tip-shear.
- All cabinetry, including the galley, bulkheads and tables, were covered with quarter figured walnut veneer with a high gloss finish.
- Veneer table inserts with satin gold trim inlays.
- Throughout the aircraft the plating is 14K satin gold. 🗣️

Get Exactly What You Want

ONE JT15D CUSTOMER'S STORY


Duncan Aviation's ability to act as a personal engine consultant for our customers and look out for their best interests during major engine work gives them the information and control they desire during these complex events. Besides peace of mind, we routinely reduce costs and downtime by managing their events closely.

For example, we recently worked with a customer to send their engine to Pratt & Whitney for a Hot Section Inspection and Impeller replacement.

Normally, if the impeller is due for replacement, it would be changed during an overhaul event. In this case, the engine needed to be completely disassembled to change the impeller during the Hot Section. The customer needed to know what the costs were going to be to complete the hot section and replace the impeller. If those costs were too great, then the customer may have elected to overhaul the engine at that point rather than have the minimum service required.

Since we had worked with the customer closely during the process, we knew their

needs and we defined a workscope with Pratt & Whitney that allowed us to produce several estimates throughout the project that gave our customer the knowledge he needed to make decisions that made the best financial sense for his company. In addition to getting him the information and options he needed to be in control, we were able to reduce his cost significantly by being creative with parts issues related to the event.

In the end, the customer got exactly what he wanted, and there were no surprises along the way. 



"Our experience at Duncan Aviation always has been, and continues to be, a very good one. I would highly recommend Duncan's JT15D engine services to anyone who has a desire for quality."

— Chad Creevy, Chief Pilot,
Trendway Corporation

"Over the many years that we have been bringing our Citation to Duncan Aviation's Battle Creek facility, we have developed an exceptional relationship with everyone there. We remain confident in their professional staff, extensive product knowledge and their wide range of resources for continuing to give us the excellent service our company and flight department have come to expect. They have a broad range of technical expertise and experience, and the ability to troubleshoot and resolve just about any problem that may arise. We have

brought our airplane to them on a number of occasions with truly unique opportunities and they have always impressed us.

Also, Duncan Aviation has the ability to acquire that hard-to-find part that would not normally be available to a smaller shop. Duncan has through the years, been very fair to us by standing behind the work that they have done. They continue to be faithful to their warranty and to the desire to maintain our aircraft to the highest standard possible. In the 17 years that we

have flown this Citation, we have only had to cancel or delay a flight four times. We give Duncan Aviation much of the credit for that.


Our experience at Duncan Aviation always has been, and continues to be, a very good one. I would highly recommend Duncan Aviation's JT15D engine services to anyone who has a desire for quality."

— Chad Creevy, Chief Pilot,
Trendway Corporation

INTERNATIONAL SERVICE As Good as Gold

The recent weakening of the U.S. dollar has brought a flood of international business to Duncan Aviation's Parts Support Services in the last couple of years. But better currency exchange rates do not always translate into a better overall deal. Value still requires working with people who know their market and work on behalf of the customer's goal and expectations. Being an expert in international aviation requires an immense amount of knowledge and personal attention to detail.

Don Heinlein and Phil Porter have more than 55 years of experience at solving parts problems and attaining value for customers all over the globe. With just one phone call, they can connect international customers with thousands of U.S. vendors and Duncan Aviation contacts worldwide. They are your U.S. point-of-contact for securing documented parts, rotatables, consolidating repairs & overhauls and combining all your orders into one shipment. In short, they consistently exceed international customer expectations.

With the fall of the U.S. dollar, there has never been a better time to stock up on aviation parts. The United States has become the world's aviation discount warehouse. The time is right for international companies to build inventories for the future. The people to turn to for this expertise are the professionals at Duncan Aviation's Parts Support Services. 

For more information about Duncan Aviation's international parts support, please call 800.228.1836 (in Canada) or 402.475.4125 and ask for Don at ext. 8845 or Phil at ext. 8873 or fax them at 402.479.1519.

You may also e-mail them at:
Don.Heinlein@DuncanAviation.com
or Phil.Porter@DuncanAviation.com



Don Heinlein



Phil Porter




What's Going on Here?

Why are so many Falcons going to Duncan Aviation? We believe it has to do with how we deliver what Falcon operators have told us is important to them: downtime, value and quality. Armed with their goals, we plotted a path to deliver it during every job, on every aircraft to every customer.

With every job we do, our experience base grows. Imagine how much we've learned in the last two years during these inspections on Falcon 50, 900 and 2000 model aircraft.

INSPECTION	NUMBER COMPLETED
A/A+	149
2A+	116
4A+	75
B	31
C	43
2C	20

Duncan Aviation's Falcon service and experience is truly unlike any other. Find out why Duncan Aviation has earned the trust of so many Falcon operators. Contact Pete Hubbard in Lincoln, at 800.228.4277 or Jeff Manion in Battle Creek at 800.525.2376 for a comprehensive quote for your next event. 



All Together Now


Major, multi-shop projects are nothing new to Duncan Aviation, and a recent project went deep into our roster of professionals to serve a return customer. Scheduled for our exclusive *Duncan Design Collection* shell package, paint, avionics upgrades and major maintenance, this Falcon 50 project involved almost every area of our facility in Lincoln.

in-house maintenance tracking department, came into play on the project with the discovery of a landing gear overhaul that, if not discovered, would have cost the Falcon weeks of downtime shortly after it returned to service. The Tracker catch allowed the gear overhaul to be completed within the scheduled downtime.

In 12 short weeks, a flurry of meticulous attention treated the Falcon to a C-check, new interior including cabin entertainment, new paint and avionics upgrades including EGPWS, Airshow, Flight ID and more. Even Tracker, our

Another interesting angle to this project is that the operator's schedule made it impossible for any members of the flight or maintenance team to be in Lincoln during the project. Fortunately, Tom Egging, a Duncan Aviation Project Manager, and the entire Duncan team was

up to the challenge. Frequent phone calls and emails with photos kept the aircraft operating crew at a comfort level with the project from beginning to end that allowed them to forgo any visits to Lincoln during the project. A cabin chair was even shipped to the customer for a fit check.

This project is just one example of how our multi-shop capability, interior innovation, unique in-house services (such as Tracker and our project managers) and our award-winning design, maintenance, interior and avionics teams routinely combine to make the Duncan Aviation experience unlike any other. 



PAINT POINTS

Special Offer: Quick Turn Paint

Paint in less than three weeks? Yes, we can completely strip and paint your Falcon 900 or 2000 in 20 days...guaranteed. Call Tracey Boesch at 800.228.4277 or Matt Richardson at 800.252.2376 now!

What Have you Done For Me Lately?

Sure, we can do major interior, avionics and maintenance work, but what else can we do for you? Here are a few things:

- High flow air handling valves & telescopic tubes
- Landing gear & control surface actuators
- Check & relief valves
- Power supplies & blower fans
- Steering system components
- Hydraulic filter elements
- Wheels & brakes
- Starter/generators & servos
- Hydraulic & fuel pumps & butterfly valves

And yes, we are certified by Dassault to perform NDT inspections. If you still don't see what you need, call Chris Gress at 800.228.4277; he's a master at meeting every Falcon accessory need.

All New Duncan Design Collection Shell Package A Duncan Aviation Exclusive for the Falcon 50

The next two pages feature a recently completed *Duncan Design Collection* Falcon 50 headliner installation. The benefits of the new design are turning heads in the Falcon 50 community because they meet the most common requests. Increased "seated" headroom, up and downwash LED lighting, new gaspers and LED reading/table lights are some of the key features that are leading operators to the new Duncan design. Our third Falcon 50 shell package installation delivered in April.



ALL NEW DUNCAN DESIGN COLLECTION
HEADLINER INCREASES "SEATED"
HEADROOM BY TWO INCHES

NEW OVERHEAD STORAGE

LED UNDER CABINET
AND REAR END LIGHTS

DUNCAN DESIGN COLLECTION
EXCLUSIVE CONTOURED HANDLES
ACCENT FLATTED WINDOW SHADES

DIGITALLY CONTROLLED
MEMBRANE SWITCHES

NEW DUNCAN DESIGN
COLLECTION CONTOURED
DRINKHOLD AND TABLE





Unseen Advantages

WHAT YOU DON'T SEE IS WHAT YOU GET

For some, the decision to upgrade an interior hinges on one factor: price. We have found that our most satisfied customers are those who discover and truly appreciate the unseen value behind the numbers; the nearly invisible differentiators that make interiors more durable and maintenance friendly and ensure the investment will last years longer than the bargain.


In addition to top-quality materials and expert craftsmanship, many offerings in the *Duncan Design Collection* are not available anywhere else.

Many Westwind 1124 operators have requested the look and feel of the G100 interior. To meet their request, we modi-

fied components of the interior we designed and perfected for the G100 to fit the 1124 cabin. Some key features are:

- *Exclusive new table design*
- *G100-style Galley*
- *New or modified seats that increase physical and aesthetic cabin space and increase seated headroom*

We have also learned that many 1125 operators want the look of the G100. To meet their requests, we have modified the G100 package to replace the entire 1125 interior. Some key features of this upgrade are:

- *New table design*
- *New window shade design*
- *New air plenum design* 


Astra/Westwind Experience:

You may have wondered why more people trust their Astras and Westwinds to Duncan Aviation than any other facility. Here are a few reasons:

1. Top-ranked avionics and instrument repair facility. This includes modifications capabilities and STCs for TCAS, TAWS and myriad more.
2. Hands-on experience with nearly every Astra in service.
3. Thrust reverser repair and inspection.
4. AOG quick turn service on accessory units like starter/generators, servos, EPS units, wheels and brakes.
5. Free loaner units in stock.
6. Bleed air switching valve time & material exchanges (and we repair more valves annually than anyone in the world).
7. 77-cubic-foot bottle mod — we can do it.
8. Quick refuel modification — we can do it, too.
9. APU STC — a Duncan Aviation exclusive.
10. MPI capabilities.

A Touch of Glass

The *Glass Box Project* is opening new doors to technology for the Astra. To learn how much safety, convenience and value Duncan Aviation can add to your flight deck, call Steve Eloffson today at 800.228.4277.

PAINT POINTS

Duncan Aviation's paint teams extend the life of new paint by not painting! We know that areas like exterior hinges and tail stands chip quickly, so instead of painting them, we polish them...

At no extra charge!


ASTRA/WESTWIND

A Tip For Your Hawker...

Aviation Partners, Inc., recently received STCs for installation of their Blended Winglet Performance Enhancement System on the Hawker 800 & 800XP. In addition to giving the aircraft a very contemporary look, these winglets reduce drag, increase range and improve second segment climb performance.

Duncan Aviation's facilities in Battle Creek, Michigan, and Lincoln, Nebraska, are the only

Raytheon Hawker Service Centers in the United States approved to install the blended winglets. Installations can be completed in two to three weeks plus paint, and can be combined with other maintenance or refurbishment worksopes.

Contact Pete Kilmartin in Battle Creek at 800.525.2376 or Dan Fuoco in Lincoln at 800.228.4277 for more information about the winglets or airframe capabilities. 

HAWKER ACCESSORY CAPABILITIES

Duncan Aviation's new partnership with RAPID makes us the place to go for Hawker landing gear assistance as well as Time & Material Exchanges, bleed air switching valves, air handling valves, actuators, check valves, power supplies, wheels, brakes and thrust reversers.

A RAPID Partnership

FOR HAWKER LANDING GEAR MANDATES

Duncan Aviation has become the exclusive agent for Raytheon Aircraft Parts Inventory and Distribution (RAPID) to repair, overhaul, test and provide inventory logistics in support of the RAPID rotables program for Hawker landing gear. The agreement covers the following Hawker models: 1A thru 700, 800, 800XP & 1000.

This partnership was arranged because of recent changes in inspection requirements mandated by Raytheon. The agreement will provide Hawker operators with superior support services and cost efficiencies with few bill backs in order to manage the expected influx of landing gear. Duncan Aviation will provide 24/7 and AOG support for RAPID's on-time delivery program in addition to a 24-hour AOG hotline to provide RAPID customers with instant response to emergency situations. Duncan Aviation's landing gear experience includes more than 2,600 repairs on landing gear of various business-class aircraft for customers all over the world.

In order to reduce downtime, Duncan Aviation has also purchased additional Hawker Landing Gear "piece parts" for gear repairs. This includes purchasing Raytheon's landing gear parts inventory and ordering additional parts based on volume projections. In

addition, Duncan Aviation has built an additional ship set of "dummy stiff legs" for aircraft mobility and has an inventory of exchange landing gear to keep customers flying.



"Duncan Aviation is excited to partner with RAPID and support RAPID with Hawker landing gear," says Todd Duncan, President of Duncan Aviation's Components Services.

"Our relationship with Raytheon has always been on a positive note and our experience includes more than a decade of repair and overhaul work on Hawker landing gear."


For more information about our wide array of landing gear services and our new program with RAPID, please call Chris Gress toll free at 800.228.4277, his direct line at 402.479.1664 or his cell phone at 402.450.5216 or e-mail him at Chris.Gress@DuncanAviation.com. 

PAINTING THE PREMIER I:

ANOTHER INDUSTRY FIRST

Duncan Aviation's facility in Lincoln recently became the first non-Raytheon-owned service center to perform work on the Premier I, Beechcraft's six-seat, composite fuselage aircraft. While Duncan Aviation is a Raytheon Hawker Service Center, our reputation for unmatched paint results on composite aircraft was Raytheon's main motivation to trust Duncan Aviation to paint the Premier I.

This Premier I will be operated by a charter company in Hangzhou, China, and will operate throughout China and the Pacific Rim.

"It is a tribute to our Paint Team and our reputation in the industry every time an OEM chooses us to perform work on their cutting-edge aircraft and Raytheon's Premier I is no exception," says Mark Cote, Duncan Aviation Project Manager. "Raytheon and the charter company were pleased with the completed project and are eager to introduce the Premier I to the Far East." 

A New Team, A New Opportunity

DUNCAN AVIATION'S BATTLE CREEK FACILITY AWARDED LEARJET AUTHORIZATION

Duncan Aviation's Battle Creek facility was recently named a Bombardier Learjet Authorized Service Facility (ASF). As an 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.

The Battle Creek Learjet Team is led by Cary Loubert. Cary recently transferred from our Lincoln facility back to his home state of Michigan. He first became involved with aviation while taking flying lessons in 1988. He is now a single/multi engine commercial pilot as well as a CFI and has an Aviation Maintenance degree from Western Michigan University. Cary began his career with Duncan Aviation eight years ago and quickly earned his way to the Team Leader position. He is excited about the opportunity to apply his Learjet experience




The Battle Creek team has seen many Learjets in for service since the new authorization. One memorable job was a fuel leak repair on a Lear 60 that required the removal of the wing. The leak was found and repaired quickly, and the customer was happy with his experience with the new team.

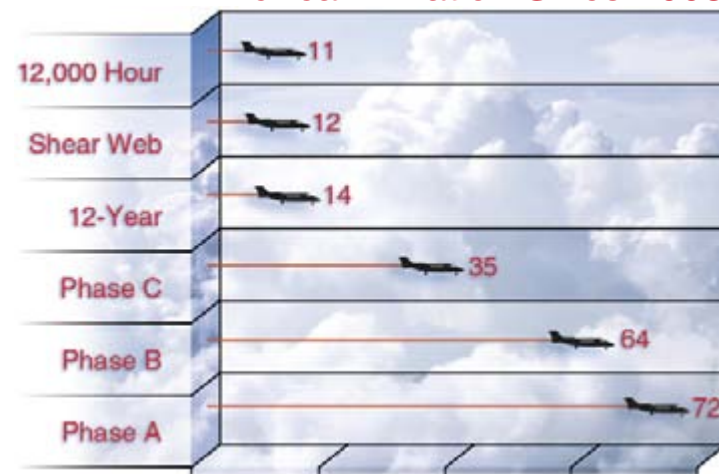
and lead the new Battle Creek team. Cary says, "I have enjoyed getting to know the Learjet team here and I am anxious to show our Learjet customers what we can do."

The team also includes Ken Blad, Matt Cooper, Mike Couch, Brad Davis, Steve Gaynier, Dave Mills, George Smith and Jason Winkle. Together they have more than 100 years of aviation experience with several airframe models.

The team has seen many Learjets since the new authorization. One memorable job was a fuel leak repair on a Lear 60 that required the removal of the wing. The leak was found and repaired quickly, and the customer was happy with his experience. Cary says, "We look forward to the next challenge!"

For more information on our Learjet capabilities, please contact Tom Burt in BTL at 800.525.2376 or Brad Lennemann in LNK at 800.228.4277. 

Learjet Inspections Performed by Duncan Aviation Since 2003



A DOUBLE DE-MATE

Duncan Aviation has extensive Learjet experience on every model. Our facility has been home to many 12,000 hour inspections (requiring wing removals) and our multi-shop capabilities provide the perfect backdrop for your entire Learjet workscope. Consider performing gear overhaul, engine MPIs, paint, interior or avionics in conjunction to your inspection.

Even if you are not approaching a 12,000 hour inspection, keep in mind that Duncan Aviation's Learjet authorization allows operators to utilize our facility for all Service Bulletin and warranty work at no charge and more importantly, no hassle.

LEARJET ACCESSORY CAPABILITIES

We do Major 6000 Landing Gear Inspections, Aeronca Thrust Reversers, horizontal stabilizer actuators, generators, actuators, starters, power supplies, steering system components, voltage regulators, starter/generators, wheels and brakes. Our technicians developed added function test parameters, which find peculiar squawks and malfunctions, that's why we do more stab actuators than anyone in the world!




Engine Experience.

Many Duncan Aviation customers don't realize how long our engine shop has been in business. In fact, there are very few (if any) other independently owned engine shops in existence today that have the historical and technical experience we do.

Here, we'll take a minute to trace the roots of our engine shop, how we got started, and how we got to the size and scope we are

today. Highlights of our 32-year history are outlined below. It is an amazing story of growth from two engines per month (in 1972) to today's average of 17 with some months seeing 25 or more. And we do all of this without a test cell, which proves that if you know what you're doing when you build these engines, a test cell only verifies how good you are.

At Duncan Aviation, our goal is to continue the highest standard of turbine engine service in the industry. No matter what model engine we work on, they are all treated the same, with the utmost respect and attention to detail.

If you would like more in-depth information about the history of our engine services, visit us online at www.DuncanAviation.com/EngineExpertise to read a more in-depth article. 

1973
We had a total of nine technicians to handle all maintenance. The engine shop started in concept only; its staff was anyone with experience and availability.

GE CJ610s and P&W PT6 turboprops were the order of the day. Engine work, much like other areas outside of avionics, sprang up out of necessity.

"Four-Room Engine Shop"
A wooden box with four areas filled with plugs, caps, hardware and misc. was our first "shop." Engines were disassembled and the parts shipped out.

1981
A major milestone took place when we received a Major level authorization to work on the Airesearch TPE331. We could then perform hot section inspections.

We obtained a small space for engines in the southeast corner of the main hangar where we could work on two engines and have wall space for tooling.

Also In 1981
We lobbied for and ultimately received our TFE731 Major authorization. We were now in the game for TFE731 MPIs, 24 years ago.

The number of engines and our staff of engine techs was increasing, but we still basically tore the engines apart and shipped everything out for repair. We evaluated that and soon bought equipment to perform all our own rework, controlling costs and turntime. This translated to superior service and satisfaction.

1991+
Forward to 1991, when we saw 75 MPIs. The next year, 100. Then 150, and 180 all the way to 216 engines in 2001.

We soon outgrew two MPI shops and in 1998 leased our current 20,000-square-foot Engine Service Center facility on the West side of the Lincoln Airport.

Historical Experience.



Technical Experience.

Duncan Aviation's engine service center is a modern facility of more than 20,000 square feet that houses 12 separate engine bays; 52 specialized engine technicians work there.

Each engine bay provides isolation of the individual engines and associated components. Each engine's components and replacement parts are kept on a separate rolling rack designed with sized and labeled storage containers to

ensure that parts are not inadvertently mixed up. This system maintains control of all of an engine's parts.

All maintenance is conducted IAW Duncan Aviation's FAA approved Part 145 Inspection Procedures Manual. TFE731 maintenance is conducted IAW Honeywell TFE Maintenance Manuals and Service Center Agreement. All work is inspected and approved by Quality Assurance personnel who are FAA A&P licensed with Inspector Authority (IA).

Capabilities of the Engine Service Center include the following:

Non-Destructive Testing (NDT)

This dedicated facility is co-located in the MPI shop. To enhance our NDT capabilities, we've invested in a fully automated eddy current machine to check for cracks in the dovetail slots of fan rotors, an MPI requirement. This same machine also checks the high pressure turbine rotor bores for cracks. (Magnaflux inspections are performed in the main hangars.)

Bearing & Turbine Inspection

Also in the MPI shop is a separate bearing and turbine wheel inspection room with microscope magnification equipment. All bearings are vacuum packed in oil after inspection to minimize the opportunity for contamination.

Blading and Digital Balancing

Our two digital balancing machines provide precise balancing capabilities that let us balance and re-blade turbine and fan rotor discs for the TFE731. More than 90% of the fan discs balanced on this machine before they're installed don't need re-balancing after installation.



Machine Shop

Duncan Aviation's dedicated machine shop lets us perform in-house repairs on a majority of engine parts and complete the machining processes dictated in many service bulletins. Specialty equipment like an inert gas welding chamber, a thermal spraying unit and CNC machining units allow repair work to be done in-house. We also have in-house capability to flame spray abradable labyrinth seals and machine honeycomb seals.

Flow Bench for High Pressure Turbine Rotors

The -20/-40/-60 high pressure turbine rotors require a leak check of the fir-tree seals whenever the blades and/or rotor are replaced. Duncan Aviation has added this tool to improve downtime for the MPI on these engines by three days! We also have a separate tool to leak check the fir-tree seals for the -2C/-3/-4/-5 high pressure turbine rotors. Both tools offer Duncan greater autonomy, which is realized by customers in better turntimes.

A4 Nozzle Flow Bench

We recently purchased this new flow bench, which measures the effective area of the high pressure turbine nozzle. Knowing this information allows us to make critical adjustments to TFE731 speed and performance. With this bench, we can better match rpm and temperatures of an aircraft's engines.





A5 Nozzle Flow Bench

This new flow bench measures the effective area of the first stage LP turbine nozzle and allows us to make adjustments to the A5 nozzle that result in optimized speed and temperature.

High Pressure Shroud Grinding Tool

This is a mandrel that pivots around the engine's central axis, and ensures accurate concentricity of the high pressure shrouds. This device is required tooling for the -4R/-5B engines and can also be used on -3 engines.

Fuel Manifold Flow Bench

Prior to engine installation, Duncan Aviation verifies the flow characteristics of each fuel manifold set. We check for leaks and flow differential between nozzles. This machine has been in service for several years and is operated only by select technicians.

Oil Pressure Simulation Cabinet

This innovative device allows us to apply oil pressure to various engine parts while the engine is in the MPI shop. The air-oil coolers can be pressure checked to locate those leaks that are sometimes troublesome to find. After each MPI, the #6 bearing cavity is checked for leaks prior to build-up for installation.

Rapid Response Teams (RRT)

Duncan Aviation has four dedicated TFE731 engine teams composed of two or three factory trained technicians which can be augmented with personnel from the main engine shop in Lincoln. For more information about these teams, turn to pages 42-43.



Rental Engine Pool

We have a fleet of Duncan Aviation-owned rental engines available to support MPI events and other engine events requiring the use of a rental engine. The fleet consists of dash 2 and 3 engines, capable of support on Falcon 10, 100 & 50 aircraft, Sabreliner 65, Jetstar 731 & II, Westwind I & II, Learjet 35, 36, and 31 models, and Hawker 125 series with TFE731-3 engines.

Training and Technical Information

We provide customers with free training classes at our facilities for troubleshooting and line maintenance. We will provide many types of training in specific areas of expertise that we can tailor to your individual company's requirements. Several of our engine classes allow IA certification credits.

All Honeywell TFE731 Maintenance Manuals are accessed on-line to ensure that the most current information is available from the OEM.

We utilize specialized MPI paperwork for each TFE731 engine model. The -2 engine paperwork details 892 checkpoints to assure accurate disassembly, inspection and reassembly.

Our in-house "Tracker" system provides accurate research of each engine to assure that all required inspections and airworthiness directives are completed, all service bulletins are noted per the manufacturer's recommendations and critical life limited parts are monitored for their life remaining during the course of the MPI.

Two factory-trained Honeywell TFE 731 Engine Technical Representatives are on staff who advise customers and in-house technicians on technical issues pertaining to the TFE731.

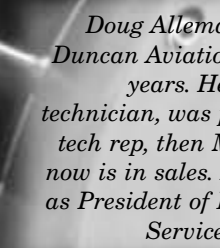
Our engine maintenance line shop, consisting of 22 technicians, conducts all the line maintenance on aircraft mounted engines including pre-removal 5-point runs, engine R&R's, troubleshooting and squawk repair. Additionally, they accomplish replacement of line replacement units (LRU's) including fuel pumps, fuel controls and oil pumps. They are equipped with the latest state-of-the-art tooling such as JEDA, ACES and MEDRA computer software and digital high-resolution borescopes.



Technical Sales Staff.



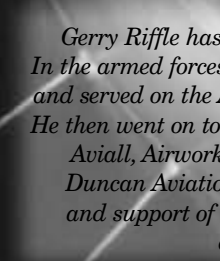
Jon Dodson, our Engine Service Sales Team Leader, is 30 years into his aviation career. He restored WWII warbirds as his first endeavor. He was then hired by Garrett to work with TFE731 engines. He worked in corporate flight departments for 10 years before coming to Duncan Aviation.



Doug Alleman has been a big part of Duncan Aviation's TFE731 program for years. He was hired as an engine technician, was promoted to team leader, tech rep, then MPI shop supervisor and now is in sales. He also served five years as President of Honeywell's Independent Service Center Advisory Board.



Mike Healzer is a 25-year Learjet man who joined Duncan Aviation in 1999. Now, we literally have to pry him from his chair and force him to go home every night. Mike worked his way up through the ranks at Learjet to become manager of customer service. Mike has a work ethic we all strive to achieve.



Gerry Riffle has spent 40 years in aviation. In the armed forces, he worked with the F-100 and served on the Air Force One ground crew. He then went on to work for Dallas Airmotive, Aviall, Airwork, K-C Aviation, and finally, Duncan Aviation. He concentrates on sales and support of the GE CF34 program and oversees our APU program.



Dan Arrick is a Duncan Aviation-Battle Creek veteran of 20+ years. Dan is our Pratt & Whitney "go-to guy." He maintains a strong working knowledge of the PT6, JT15, 305 and the new model P&W engines. Dan not only sells the work, he oversees engines as they go through overhaul or hot section.



This recent Challenger CL604 completion included new seats, a new S-curve galley, a new angled potty and vanity, new wardrobe closet, new entertainment system, new soft goods and new custom veneer on the cabinetry.




Glass Box

Announced at the NBAA Convention in 2004, *The Glass Box Project* is impacting the Challenger market by changing the perceptions of CL600 & CL601 aircraft. Once perceived as desirable aircraft cabins with a limited life expectancy, *The Glass Box Project* and the Universal 890R display system can bring these Challenger cockpits to the level of the CL604.

The inaugural Challenger project was unique because it was owned by the founder of Universal Avionics, Hubert Naimer. It was also unique because it is the only one of the fleet with a Collins autopilot — the rest of the fleet employs Honeywell autopilot equipment. In August 2004, this CL601-3A returned to service with the first Universal 890R ever installed in any Part 25 aircraft.

Building on our success with Mr. Naimer's aircraft, we recently delivered our first Honeywell-equipped CL600. "Even though our first *Glass Box* Challenger project was a one-of-a-kind, we learned a great deal that directly and indirectly applied to the CL600 project," says Gary Harpster, Duncan Aviation Avionics Salesperson. "We feel so strongly about the installation and the benefits the 890R brings to the airframe, we have created room in our schedule for three more Challenger 600/601 installations in 2005."

If you have been considering a major avionics upgrade for your Challenger 600/601, call today to learn about the safety, efficiency and value the Universal 890R brings to the cockpit. Also, ask about our six-week turntime for this installation and how it can be done in conjunction with your next major maintenance inspection.

Gary Harpster is available at 800.228.4277 and Dennis DeCook is available at 800.525.2376. 

APU Modification/Upgrade

Bombardier is anticipating the release of an APU modification/upgrade for the Challenger 601 and 604 model aircraft in the 4th Quarter of 2005. Without a lot of immediate detail, we do know the modification/upgrade will be accomplished per Service Bulletins 601-0568 and 604-49-006, which will involve the addition of an air inlet scoop on the fuselage, the addition of a new ECU and brackets, installation of an additional exhaust shield and a new 150CL APU. The modification and upgraded APU will greatly improve the aircraft's auxiliary power systems performance and APU reliability.

Operators anticipating an APU HSI or O/H event coming due in the 4th Quarter of 2005 or 1st Quarter of 2006 may want to begin making plans to take advantage of this long awaited modification/upgrade. This upgrade should be able to be accomplished on its own or in conjunction with a scheduled maintenance event in a proposed five days.



Paint in less than three weeks? Yes, we can completely strip and paint your Challenger in 20 days... guaranteed. Call Mike Minchow at 800.228.4277 or George Bajo at 800.525.2376 now!

Challenger Gear

Duncan Aviation remains one of the few approved Messier Landing Gear Repair & Overhaul facilities in the world. We support the Challenger aircraft on their 60, 96 and 120 month landing gear inspections.

CF34 Experience

Duncan Aviation's Challenger engine team is committed to safety, quality and on-time service at competitive prices. This goal is supported with comprehensive written procedures and experienced, dedicated technicians. Everything the CF34 engine maintenance team does is designed to provide you with an excellent service experience.

Long before your engine arrives, we are working toward a positive experience for our customers. It begins with a comprehensive proposal designed to ensure thorough understanding of the maintenance and available options. Once the proposal is accepted and the work is scheduled, the next step is the arrival debrief. Here, the team is introduced and everyone discusses maintenance expectations, requirements and strategies. The log books are thoroughly researched and Duncan Aviation's factory-trained technicians perform complete engine performance evaluations, troubleshooting, repair and periodic inspections.

Coordinated Overhauls

Duncan Aviation works with CF34 overhaul providers to provide accurate cost and downtime estimates. In addition to expected costs, we prepare you for other potential costs that may arise. While your engine is in heavy maintenance, we support you by

reviewing its technical progress, making recommendations and discussing all available options.

Our CF34 Partners


Duncan Aviation has relationships and/or service center agreements with all CF34 heavy maintenance providers, including General Electric, Standard Aero, MTU-BB and Lufthansa Aero. We can support customers with engine maintenance programs like JSSI and GE's MCPH. And we continually work with heavy maintenance providers to develop time-saving and cost-effective options for the Challenger operator.

The Team

Duncan Aviation's CF34 team is made up of factory-trained A&P and IA mechanics with many years of jet engine experience. These technicians, led by in-house CF34 Technical Representative Bill Walker, offer extensive engine maintenance programs that are available in-house and on-call 24/7.

Bill Walker is Duncan Aviation's CF34 Engine Technical Representative. Bill's aviation career and CF34 experience began in the military where he served from 1979 to 1988.



Positions with McDonnell Douglas and Lockheed Martin followed and in 1996, he joined MidCoast in St. Louis. Walker began there as an A&P mechanic and most recently held the position of CF34 Engine/APU Maintenance Coordinator. 

CF34 Capabilities

- IGV tracking and engine FCU adjustments
- Compressor water washes
- Discrepancy repair
- Periodic inspections
- Hourly inspections up to and including midlife
- Coordinated overhauls
- Engine R&R
- Troubleshooting
- R&R any accessory or LRU
- In-flight vibration surveys
- Fan trim balance
- Borescope inspections
- Engine upgrades
- Performance evaluations



Some things need to be experienced to be truly appreciated.

DUNCAN AVIATION
Experience. Unlike any other.




4000/5000 LANDING INSPECTION

GET THE EXPERIENCE YOU DESERVE

Did you know that Duncan Aviation can complete a 4000/5000 Landing Inspection with average discrepancies in as little as four to six weeks? This downtime, combined with our tradition of excellence is unmatched in the industry. You **can** have it all, technical depth and a great experience that will leave you with a smile on your face.

We have a team dedicated to Gulfstreams. This team, lead by Ed Boggs, has performed over 30 major inspections on Gulfstreams in the last 18 months and has 75 years of combined experience in the industry. In addition to this experience, their passion for Gulfstream service is unlike any other.

We have the tooling and capabilities you need, including equipment for 5000 landing gear trunion and horizontal stab attach point oversizing. We can give you vendor options for landing gear overhaul, help you with rentals and perform a gear swap over a weekend to keep you on schedule.

So make your choice for your 4000/5000 Landing Inspection with confidence and get the experience you deserve. Book by July 30, 2005, and get a discounted labor rate. Call Doug Donahue at 269.969.8400 for more information. 

Enhanced Vision System

If safety is important to you, then you are probably considering the installation of an Enhanced Vision System in your aircraft.

The Max-Viz EVS-1000 system provides additional safety pilots and passengers are looking for without the high costs associated with other similar systems. 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.

Duncan Aviation is an authorized Max-Viz dealer, and has recently completed the installation of this system in a Gulfstream G-IV. Call Dennis DeCook at 269.969.8418 for details on the system and installation.

Accessory Capabilities

Duncan Aviation's growing capabilities include air handling valves, actuators, power supplies, fire detectors, temp switches, wheels, brakes, thrust reversers and many others.



PAINT POINTS

Special Offer: Quick Turn Paint
Our large aircraft paint teams have set a record again, returning a large aircraft to service after only 20 consecutive calendar days. Call Mike Minchow at 800.228.4277 or George Bajo at 800.525.2376 for details on a 20 day exterior paint for your aircraft.

Your Gulfstream—Your Market Considerations

INVEST WISELY


The Gulfstream market is very active right now, and sellers will find out quickly whether or not the choices they've made for their aircraft will pay off with a quick sale followed by a smooth transaction.

Gulfstreams manufactured after 2000 spend very little time on the market, often with multiple buyers competing for a single aircraft. Older aircraft with up-to-date maintenance and the most desirable upgrades can also experience excellent market activity.

A Gulfstream buyer's wish list may include things like: a recent neutral refurbishment with LED lighting from a respected completion center; the latest in cabin entertainment, such as Direct TV and High Speed Data; cutting-

edge flightdeck enhancements, like Heads Up Display, EVS and RAAS. If you are considering selling your aircraft very soon, or even five years from now, it is important to consider how an investment in your aircraft right now will make the difference when it comes time to sell.

For help with deciding which investments make sense for your Gulfstream, call our Gulfstream expert, George Bajo at 269.969.8400.

If you are thinking about buying or selling a Gulfstream, Duncan Aviation can be your guide. Call 402.475.2611 and ask for an Aircraft Sales and Acquisition Specialist. 



This GIVSP recently sold in three weeks with the help of the Duncan Aviation Aircraft Sales Team.



AOG?

Think Rapid Response

As an aircraft owner or operator, you are fully aware of the advantages of completing repairs sooner rather than later. But no amount of planning can prepare you for an AOG situation. If you have ever been part of an AOG scenario, it is not a memory you will likely forget. Tension runs high and everyone wants answers. If you're the one expected to have those answers, we have some suggestions.

Engine

If your aircraft is down, it affects your bottom line. For that reason, Duncan Aviation has four teams of TFE731 experts disseminated throughout the United States for AOG situations. In 2004, Duncan Aviation's Rapid Response Teams made 359 "road trips" going as far away as Sapporo, Japan. One call and a technician (or technicians) will be dispatched to your location, wherever that may be.

These teams work with the full support of Duncan Aviation's engine service center in Lincoln, Nebraska, which can provide additional tooling and manpower as needed. Emergency APU service is also available with a call to Duncan Aviation's Rapid Response number.

TFE731/APU Rapid Response Capabilities

- 24 hour access with fast response
- TFE731 troubleshooting & repairs
- Vibration surveys
- AOG parts support
- State-of-the-art diagnostic tooling
- Engine changes
- On-the-wing repairs
- 5-point performance runs
- LRU changes
- Engine R&Rs
- International capabilities
- APU service for Honeywell & Sundstrand units


Airframe

Airframe AOG support is provided through our service centers in Battle Creek, Michigan, and Lincoln, Nebraska. Team members perform inspection and repairs each day at our facilities and are on-call to be part of the Rapid Response crew as needed. These technicians have airframe capabilities for all of Duncan Aviation's core airframe models, including:

- Falcon
- Learjet
- Citation
- Hawker
- Challenger
- Gulfstream
- Astra/Westwind

In addition to AOG situations, minor structural damage or minor inspections can be scheduled through the Rapid Response number.

Components

Component AOG service is another aspect of Duncan Aviation's Rapid Response network. Duncan Aviation offers send-in service nationally and internationally with quick turntimes and competitive pricing for all major brands of avionics, instrument & accessory components. We even offer free loaner units and overhaul exchange units. For AOG avionics and instrument service, call 800.LOANERS. For AOG accessory service, call Chris Gress at 800.228.4277. 

Fast Airframe and Engine assistance with Duncan Aviation quality.

Call 877.522.0111

Rapid
RESPONSE

Miracle in Palm Beach

It was nearing Christmas Eve. On the last leg of a White Plains to St. Thomas to West Palm Beach trip, we started getting an audible vibration from the right side of our Hawker 800XP. We were able to land safely, but were unsure of the actual problem. I did know, however, that we were not going anywhere until it was identified.

After we landed, we attempted to get one of the local maintenance providers to help us out. They informed us that they were contracted to one of the fractional operators and could not help us. We went on to contact two other airport-based maintenance shops, but were told by both that they were uninterested in taking on any additional work.

At that moment, frustration didn't even begin to describe what I was feeling (it can't be printed here!) Finally, a tech rep I had phoned told me about Duncan Aviation's Rapid Response Team based in Fort Lauderdale. By now, it was 7 p.m. and I was sure I was wasting my time, but I made the call.

A Duncan Aviation technician answered. He had several jobs planned for the next day, and asked if he could call me right back. Ten minutes later, he called back and apologetically asked if I could meet him at the airport at 6 a.m. I told him that I'd be there with bells on. At 0600 sharp, he walked into the FBO. By 0620, the starter-generator was determined to be the problem. And by 0930 (they had to drive back to FLL to get the part), the job was complete, paperwork and all. Needless to say, Duncan Aviation made a lot of points with me that day.

Thanks, Duncan Aviation!

Mike Masters
Aviation Manager
AirExcellence, LLC

Planning Maintenance? Include Your APU.

Your APU requires the same attention as any other component on your aircraft. Duncan Aviation has developed programs that support APU maintenance requirements at the highest level, all centered on the goal of reducing costs. We have solid relationships with all the heavy maintenance providers for Honeywell and Sundstrand APUs. In addition to in-house capabilities, we have the ability to support customers at any location through our Rapid Response network. (See pages 42-43 for information about that.)

As you plan for your next event, remember to include APU maintenance. For additional information about Duncan Aviation's APU programs, contact Gerry Riffle at 800.228.4277.

Duncan Aviation is authorized for the aircraft and APU models listed to the right. 

Duncan Aviation has named Jason Burhoop as APU Technical Specialist. Jason has been with Duncan Aviation for nearly six years and brings a wealth of APU troubleshooting and technical expertise to this position. Jason provides technical assistance to Duncan Aviation's APU team and is also available to you for free APU troubleshooting advice and technical support. To reach Jason, call 402.610.2669 or 800.228.4277.

Duncan APU Capabilities

- Troubleshooting
- Repairs
- Periodic Inspections
- APU R&Rs
- Performance Evaluations
- Leak Checks
- Performance runs on in-house APU run stand prior to reinstallation

Honeywell APUs

Challenger

All: GTCP36-100E

Dassault

Falcon 50: GTCP36-100A
Falcon 900: GTCP36-150F
Falcon 2000: GTCP36-150F2M
Falcon 20: GTCP30-92 & GTCP30-92C
Falcon 20 (after Duncan / ASA APU mod): GTCP36-150W

Gulfstream

Gulfstream II: GTCP36-6
Gulfstream IIB: GTCP36-6 & GTCP36-100G
Gulfstream III: GTCP36-100G
Gulfstream IV: GTCP36-100G
Gulfstream V: RE-220

Raytheon Hawker

BAE/Hawker 125-700: GTCP36-100H

Cessna

Cessna Citation X: GTCP36-150CX
Cessna Citation VI: GTCP36-150W
Cessna Citation VII: GTCP36-150W

Astra 1125

Astra 1125 (Duncan Aviation/ASA APU Installed): GTCP36-150W

Embraer

Embraer EMB 120: GTCP36-150A
(Upgraded to 36-150AA)
Embraer EMB 120m: GTCP36-150AA

Hamilton Sundstrand APUs

Cessna Citation 650

Citation III: T-62T-40C3A, T-62T-40C3A1, T-62T-40C7A & T-62T-40C7A1
Citation VI: T-62T-40C3A, T-62T-40C3A1, T-62T-40C7A & T-62T-40C7A1
Citation VII: T-62T-40C3A1

Dassault

Falcon 20: T-62T-39, T-62T-40C, T-62T-40C1, T-62T-40C7E2, & T-62T-40C9
Falcon 200: T-62T-40C3
Falcon 50: T-62T-40C3A, T-62T-40C3A1

Gulfstream II

All: T-62T-40C2

Raytheon Hawker

125-400, 600 & 700: T-62T-39
125-800: T-62T-40C & T-62T-40C1
125-800, 1000: T-62T-40C8D1 & T-62T-40C9



Some things need to be experienced to be truly appreciated.

DUNCAN AVIATION
Experience. Unlike any other.



Main Ship Battery

“Pure Lead”



“It’s too cold for my NiCad this morning!”

“I wonder what the HAZMAT cost will be to ship this battery for warranty?”

“I hope this thing will hold a charge.”

Are you familiar with thoughts like the ones above? Well, never again! Duncan Aviation and SecuraPlane Technologies have teamed to provide aircraft operators with a solution to age-old battery problems.

“Hawker” Main Ship batteries (for all aircraft types, not just Hawkers!) don’t suffer from old aviation clichés. This new Sealed Lead Acid (SLA) battery technology beats NiCad, Lead-Calcium and Lead-Antimony in every category of performance:


- Pure lead is virtually immune to thermal run-away.
- Pure lead is considerably more tolerant to hot and cold conditions, outperforming NiCad’s at cold temperatures.
- Pure lead exhibits 1/3 the internal resistance of lead/calcium.
- Pure lead provides three times the starting power as lead/calcium.
- Pure lead provides at least two times the service life of lead/calcium.
- Pure lead has Deep Discharge Recovery.

In addition, SecuraPlane’s “Hawker” Main Ship batteries include a full replacement warranty for 30 months after installation, plus up to 24-months storage time prior to installation. They can remain on the aircraft for 18-months before their first capacity check. The batteries also carry an MSG-3 servicing alternative for those operators who fly fewer hours per year.

The batteries are approved for worldwide transportation (certified non-hazardous for air transport at up to 70,000 feet by USDOT and IATA) without restriction in a fully charged and ready-for-immediate-use condition.

They don’t suffer from fading after frequent engine starts or short flights, unlike conventional Lead Acid and Nickel Cadmium Systems and exhibit excellent HOT and COLD temperature performance.

These SLA batteries are sealed and have no free electrolytes that could escape and cause corrosion, even in the event of damage to the battery case. In addition, there’s never a need to replace the case; once worn out, the internal monoblocks can be replaced at a considerable savings over new units (reblocking). Reblocking the battery is easy to do and renews the 30-month full-replacement warranty.

What are you waiting for? The next time you need to replace your battery, look into “Pure Lead.” They’ll save you money in multiple ways and, most importantly, they’ll save you a lot of hassle. 

For more information about Hawker “Pure Lead” Batteries or other Duncan Aviation Accessory Programs, or for accessory technical assistance, please call 800.228.4277 and ask for **Chris Gress** in Component Service Sales & Marketing. His direct line is **402.479.1664** and his cell number is **402.450.5216**. You can also e-mail Chris at Chris.Gress@DuncanAviation.com.

For battery sales, please contact **Bob Tooker** at **402.479.4205** or Robert.Tooker@DuncanAviation.com. or **Don Heinlein** at **402.475.4125 ext.8845** or Don.Heinlein@DuncanAviation.com.



AIRCRAFT SALES AND ACQUISITIONS WITH DEPTH.

Duncan Aviation has been assisting business people around the world with the sales and acquisition of aircraft for nearly half a century. As one of the world's best business aircraft service organizations, we have 1,800 aviation experts working daily with customers and prospects. Both our JetResources and Aircraft Marketing services are coordinated with our support staff, who continually watch for opportunities that benefit our clients.



For more information or a proposal, contact (L to R):
Doug Kvassay, Andy Biller, Rene Cardona, Bob McCammon or Doug Roth.

JETRESOURCES

This is Duncan Aviation's structured aircraft acquisition service that obtains the best aircraft value for you while minimizing the financial risks associated with purchasing a pre-owned aircraft.

AIRCRAFT MARKETING & BROKERING

Duncan Aviation uses its market expertise, wide array of contacts and extensive customer base to give your aircraft the maximum sales exposure.

For complete information or a proposal, contact us.

402.475.2611 • 800.228.4277 • www.DuncanAviation.com

AIRCRAFT CURRENTLY AVAILABLE

2006 CITATION CJ3



Max. Cruise Speed 417 KTAS @ 33,000 ft.
Max. Certified Ceiling 45,000 ft.
NBAA IFR Range 1,771 nm.
Collins ProLine 21 Avionics Suite.
Specifications To Be Selected.

1994 GULFSTREAM GIV-SP

3497 Hours Since New, 1614 Landings.
RVSM, TCAS II, SATCOM.
Dual Honeywell NZ 2000 FMS.
Triple Honeywell Laseref II IRS.



1989 CHALLENGER 601-3A



7398 Total Time, 5403 Landings.
415/2525 TSO, Left 100%/Right 30% JSSI.
RVSM, TCAS II, EGPWS.
New Interior w/ S Galley 2001; Paint, 2003.
Airshow Genesys, Entertainment System.

1989 ASTRA 1125

5497 Total Time, 3148 Landings.
Engines on MSP.
Astra SP Factory Modifications.
RVSM, TCAS-4000, TAWS.
New Interior & Paint by Duncan Aviation 7/04.



Some things need to be experienced to be truly appreciated.

