

# FALCON EXPERIENCE.

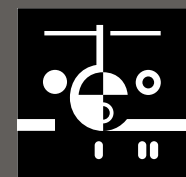
Unlike any other.

As a Dassault Authorized Service Center (ASC), Duncan Aviation provides Falcon operators the ability to maximize their maintenance and modification downtime with true one-stop capabilities that include airframe maintenance, engine overhaul, paint, interior refurbishment, and a wide variety of avionics upgrades. We have excellent relationships with the aircraft and equipment OEMs, the FAA, EASA and ten additional Civil Aviation Association (CAA) oversight authorities.

In our experience, operators are most concerned with a service provider's quality, communication, and delivery. Our customers have given us a 96% quality approval rating and a 97% approval rating for project coordination.

[www.DuncanAviation.aero/falcon](http://www.DuncanAviation.aero/falcon)

**DUNCAN**  
AVIATION



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## MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

All three of Duncan Aviation's MRO locations in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah, are experienced Falcon airframe maintenance facilities. Our Dassault Falcon Heavy Service Centers in Battle Creek and Lincoln are authorized for all major/minor inspections and repairs on all models. These facilities provide nose-to-tail services for Dassault aircraft including airframe, engine, paint, interior, avionics upgrades, landing gear, component repair, and parts services. Customers who stay on-site to oversee their projects have complete access to the aircraft from their conveniently located courtesy offices.

We are authorized by Honeywell and Pratt & Whitney to perform a broad spectrum of engine services, including Core Zone Inspections, Hot Section Inspections, and other major maintenance. Our modern 20,000-sq.-ft. turbine engine facility in Lincoln and on-site Pratt & Whitney Canada HSI/repair facility in Battle Creek are supported by a wide-range of back shop capabilities, including an engine test cell, nondestructive testing (NDT), and a sophisticated machine shop.

Customers are also supported by a network of 29 satellite avionics shops and 16 engine rapid response team launch offices located throughout the United States. Duncan Aviation AOG services include airframe, avionics, engine, and parts support and can be quickly dispatched worldwide. A Duncan Aviation team is no more than 150 nm from the top 100 busiest business jet airports in the United States.

Over the last 20 years, Duncan Aviation has invested more than \$208 million in new facilities and increased capabilities to better serve customers and their aircraft.

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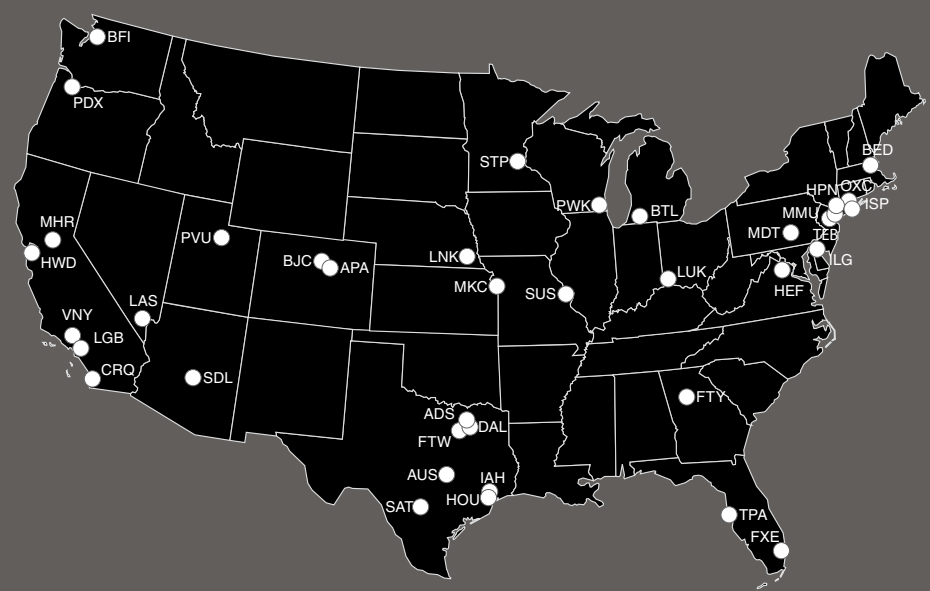
*"The Duncan Aviation maintenance and paint hangars are awesome, the organization, lighting, and all the people that work in them...superb."*

Mike Canaday, Faith Life Church



*"The Duncan Aviation facility provides a great layout to stay connected with the airplane while it is worked on and all the while continuing to work on other projects. It is the location, layout, and project manager's involvement that makes this possible."*

David Champaign, Aircraft Maintenance Manager, Green Bay Packaging



Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah



Lincoln Customer Offices

## KNOWLEDGEABLE and experienced Falcon technicians.

Falcon operators have the support of several teams who know and understand the Falcon airframe. These teams include technical sales representatives able to provide complete and accurate quotes based on years of Falcon maintenance and refurbishment experience, tech reps able to help with troubleshooting and OEM relations, factory-trained engine technicians, and more than 100 Falcon technicians with an average of 12 years of experience at Duncan Aviation.

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

Over the last 20 years, Duncan Aviation has invested more than \$53 million in technical and leadership training for its team members.

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*"Our Duncan Aviation Project Manager exemplified what we, as customers, think customer service should be when it is at its best. He is always on top of the current situation and looking for ways to make the input better. We delivered a day early, and I am confident it wouldn't have happened without his efforts. It is customer service like this that keeps us coming back as repeat customers."*

David Champaign, Aircraft Maintenance Manager, Green Bay Packaging

*"My Duncan Aviation Project Manager is easy to work with. We see eye-to-eye on a lot of issues. During each maintenance event, we have the same goal, which is the aircraft owner's best interests."*

Carmine Naddeo, Crew Chief, GAMA Aviation



Provo, Utah



Battle Creek, Michigan  
Falcon Tail Dock



*"The Duncan Aviation Falcon Tech Reps are tremendous guys. They answer their phones whenever I call. It could be evenings, weekends or their vacation; they talk to me, research the problem, and then call me back. That is valuable."*

Mike Canaday, Faith Life Church



Mark Goertzen, Falcon Tech Rep, has been an integral part of the Duncan Aviation Falcon program since 1976.



Lincoln, Nebraska

EXCELLENT  
**PROJECT MANAGEMENT**  
 and communication through myDuncan.

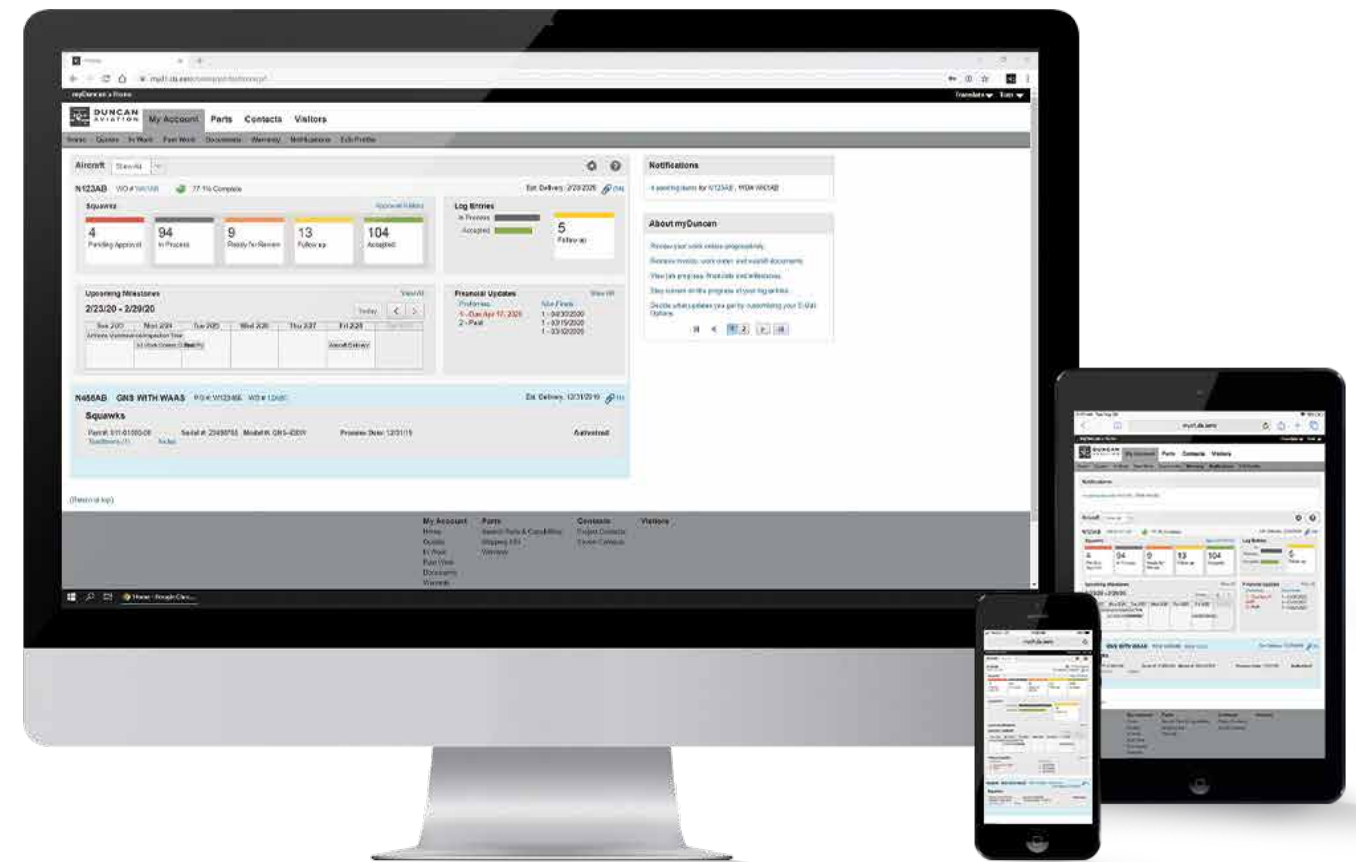
myDuncan, a web-based portal that allows customers unlimited access and better control of their projects from anywhere in the world, is available to all Duncan Aviation customers, transforming their computers and mobile devices into “virtual offices” to manage their aircraft projects. More than half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

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

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

*“It is ALWAYS a pleasure to work with Duncan Aviation, and no matter who I get to interact with on a particular project, I know it will be professional, of the highest quality, and most of all a great experience. I feel obligated to share that with the rest of the aviation community.”*

Jim Rezich, Rezich & Rezich Aviation



*“I am an old-school kind of guy, so I resisted using myDuncan. With my Project Manager’s encouragement, I began to track the progress of the work. The more I used it, the more I appreciated the convenience of being able to stay on top of issues, approving things immediately in order to meet milestones and keep the work moving forward. Following myDuncan definitely decreases the paperwork and shortens the discussions that happen at the end of major maintenance because most of it was taken care of during the process as it was happening.”*

Chris Edelbrock, WCF Aircraft Corporation, DOM

## A PICTURE is worth 1,000 words.

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

Modifications include:

- Installation and certification of 16G dynamic seating
- Custom cabinetry with stone and/or synthetic surfaces
- Up-to-date entertainment and cabin control systems
- Connectivity installations with access to various solutions
- Unique and personalized material selections



*"We had some very particular needs and details when it came to our aircraft paint and interior work. They didn't bat an eye and just went after it. When the principal saw the plane for the first time, she turned to me and said, "Beautiful." From her, that means a lot."*

Chris Edelbrock, WCF Aircraft Corporation, DOM

Watch a timelapse of this unique paint scheme: [www.DuncanAviation.aero/videos/galactic-girl](http://www.DuncanAviation.aero/videos/galactic-girl)









