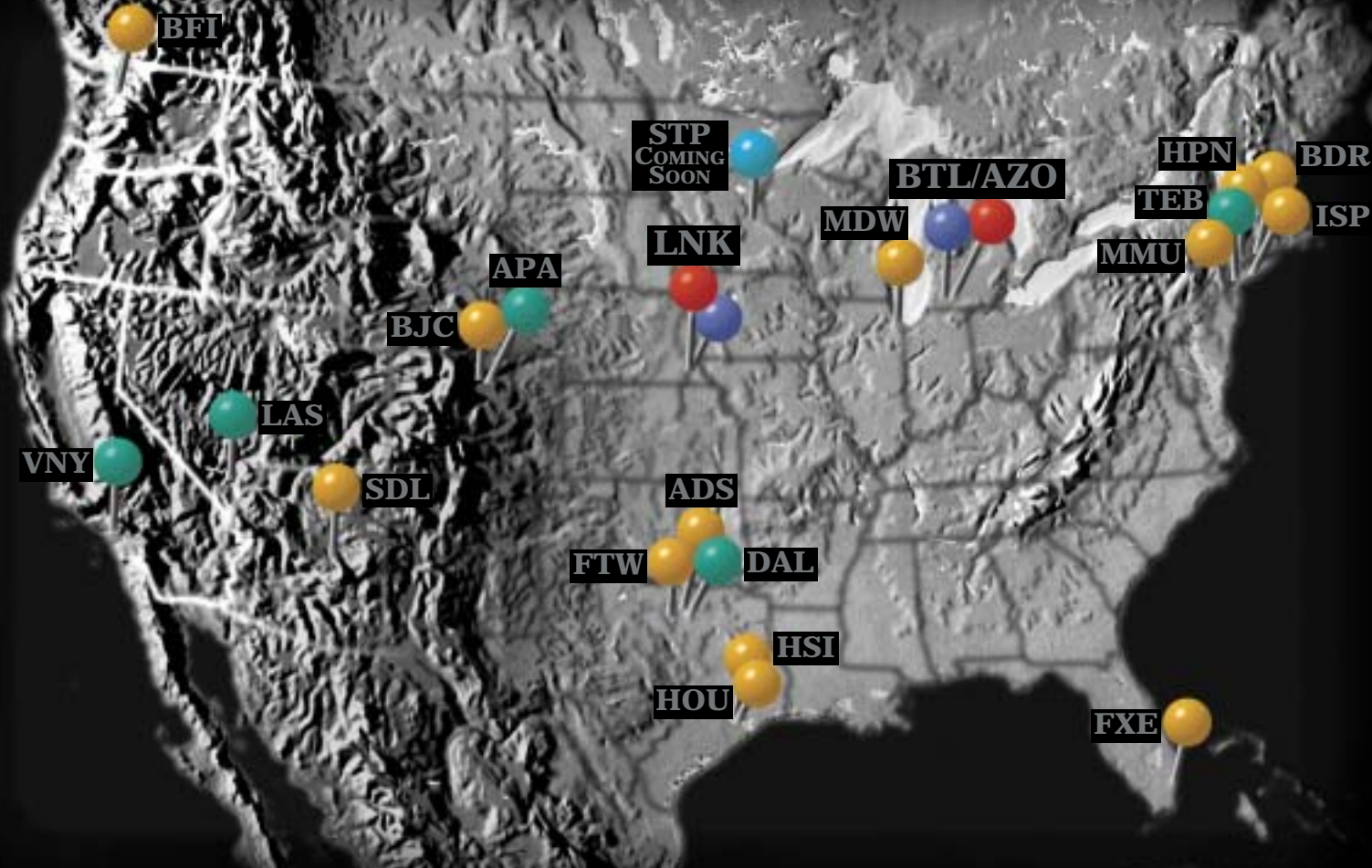


DUNCAN AVIATION FACILITIES



Duncan Aviation has locations across North America, including complete service centers for business jet and turboprop aircraft, avionics installation/line satellites and avionics line facilities.

FULL SERVICE & SUPPORT FACILITIES

COMPLETE SERVICE FACILITIES

Lincoln, Nebraska	LNK	800.228.4277	Battle Creek/Kalamazoo, Michigan	BTL/AZO	800.525.2376
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TURBOPROP SUPPORT FACILITIES

Kalamazoo, Michigan	AZO	877.403.5932	Lincoln, Nebraska	LNK	800.228.4277
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SATELLITE FACILITIES

AVIONICS INSTALL/LINE FACILITIES

Denver, Colorado	APA	303.649.1790	Van Nuys, California	VNY	818.902.9961
Dallas, Texas	DAL	214.352.3468	Teterboro, New Jersey	TEB	201.288.1550
Las Vegas, Nevada	LAS	702.262.6142			

AVIONICS LINE FACILITIES

Addison, Texas	ADS	214.352.3468	Bridgeport, Connecticut	BDR	914.686.8294
Chicago, Illinois	MDW	773.284.4600	Ft. Lauderdale, Florida	FXE	954.771.6007
Houston, Texas	HOU	713.644.0352	Long Island, New York	ISP	631.981.1080
Ft. Worth, Texas	FTW	214.352.3468	Morristown, New Jersey	MMU	973.326.1110
Scottsdale, Arizona	SDL	480.922.3575	White Plains, New York	HPN	914.686.8294
Seattle, Washington	BFI	206.764.3962	Houston Intercontinental, Texas	HSI	713.644.0352
Broomfield, Colorado	BJC	303.649.1790			





4 MAIN EVENT

What information is important for a pre-buy? The list is long, so partner with experts you can trust for a successful pre-buy event.



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A Duncan Aviation Learjet team performs an airframe inspection on a Lear 60.



A PUBLICATION OF

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269.969.8400

www.DuncanAviation.com

We strive to keep customers informed

In the business aviation industry, sharing information is vital to the industry's success and to the safety of everyone within it. Unlike many industries, where sharing "trade secrets" can compromise a business' success, we need to share information in order to continually "raise the bar" on the service, safety and success of businesses that operate corporate aircraft.

The goal of improving our industry as a whole is the foundation of many of Duncan Aviation's marketing programs. We continually strive to disseminate the information that aircraft operators require to make corporate aviation departments as profitable and useful as possible. Two programs that make this evident are Duncan Aviation's *Duncan Intelligence* newsletters and our *Intelli-Conference* symposiums.

Duncan Intelligence newsletters are one-page technical newsletters that are faxed and e-mailed to companies that operate our core aircraft models (Falcons, Citations, Hawkers, Learjets, Gulfstreams, Challengers, turboprops and Astra/G100/Westwinds) or are powered by

our core engine models (TFE731s or JT15Ds).

Duncan Aviation *Intelli-Conference* symposiums are two-day events that give operators a chance to discuss important aviation issues with knowledgeable industry professionals in a face-to-face forum through short classes and/or full-day workshops about technical and planning issues. Our most recent *Intelli-Conference* was held May 14-15 in Battle Creek, Michigan, and is outlined on pages 12 & 13 in this issue of the *Duncan Debrief*. Our next *Intelli-Conference* event will be held Oct. 1-2 at our Lincoln, Nebraska, facility. We provide a few details about that event on pages 14 and 15.

We at Duncan Aviation feel strongly that our effort to share information with others in the industry is one of the main reasons we consistently receive top placements in the annual PRASE survey of readers of *Professional Pilot* magazine; those results are outlined on page 26. It is also one of the main reasons we continue to serve loyal customers throughout the world like Joe Esmerado (highlighted on pages 10-11).

We are proud of the complete array of services we provide for corporate aircraft operators, from acquisition assistance to interiors and parts support to aircraft marketing. The 1,830 aviation enthusiasts of Duncan Aviation are committed to their careers, to our customers, and to improving the corporate aviation industry as a whole.

J. Robert Duncan, Chairman



FORTUNE® 2002
100 BEST COMPANIES TO WORK FOR

Fred Snow Joins TFE731 Engine Team As Chicago Rapid Response Sales Manager

Duncan Aviation is pleased to announce the addition of Fred Snow to its engine sales and customer service team. Snow will fill the new position of Chicago Rapid Response Sales Manager, where he will establish a new mobile engine line service team that will provide on-call support throughout the Chicago metro area.

Snow comes to Duncan Aviation from Garrett Aviation in Springfield, Ill., where he had 19 years of engine customer service experience.

Snow's new Chicago team joins Duncan Aviation's Denver- and Dallas-based Rapid Response teams in providing AOG and maintenance support, including troubleshooting, LRU replacement, R&R and minor inspections on TFE731 engines and APUs. To request Rapid Response Service, call 877.522.0111.

Duncan Aviation's David Mills Wins 2002 "TechnAthlete of the Year" Award



Duncan Aviation technician David Mills competed against several aircraft technicians and won top honors in the Professional Aviation Maintenance Olympics (PAMO) during the 2002 AS3 Convention in Indianapolis this April. At the end of three timed events, David had completed the tasks with the most accuracy and efficiency, with the best time overall. The events included Publications Research, Safety

Wiring and Hardware Identification.

David has been with Duncan Aviation since 1978. He is currently a Lead Mechanic on the Battle Creek Gulfstream team.

David was proud to be a part of the event, stating, "The PAMO event is a great opportunity for technicians to test their skills against their peers. But more important than the competition is the camaraderie that comes from meeting and getting to know fellow technicians."

This is the second year in a row that a Duncan Aviation technician has won this competition. Pat Reeves, a Duncan Aviation Quality Assurance Inspector, was the "TechnAthlete of the Year" in 2001.



Duncan Aviation's Duncan Design Wins Two ASID Awards for Design Excellence

Duncan Aviation's Duncan Design team recently received two awards from the Nebraska/Iowa Chapter of the American Society of Interior Designers (ASID) in the category of Transportation Design Projects.



Duncan Design received First Place for a Citation III design (pictured above) and Honorable Mention for a Jetstar design (pictured left) at the NE/IA ASID 2002 Annual Conference on May 17. Duncan Design has won several ASID awards in the

category of "Product, Furniture, or Design Detail" in past years, but this is the first year the NE/IA ASID has offered the "Transportation Design Projects" category.

"Receiving these awards is truly a reflection of Duncan Aviation's commitment to design excellence in aviation," says Jeannine Falter, Vice President of Modifications & Completions Marketing & Design. "Our professional design team consists of nine talented individuals located at our Battle Creek and Lincoln facilities."

Nate Klenke, Duncan Aviation Senior Aircraft Completions Designer, had this to say: "These awards recognize Duncan Design's dedication to high-quality design. The award-winning projects are examples of the team's complete understanding of aviation requirements and ability to integrate excellent design into aircraft interiors. Our ongoing challenges involve creating aesthetically pleasing and ergonomic environments, satisfying stringent FAA certification requirements and designing components that can be removed easily for regular maintenance and frequent inspections."

Duncan Design creates cabin designs and exterior paint schemes for corporate and private aircraft. Backed by Duncan Aviation's engineering teams, Duncan Design has created many interiors that incorporate STC'd and PMA'd components fabricated by Duncan Aviation. Duncan Design employs two- and three-dimensional CAD programs that allow designs to be viewed before they exist. In addition, CAD, combined with Duncan Aviation's CNC cutting technology, facilitates interior component design and pre-construction long before the aircraft arrives, radically reducing turntimes.

The American Society of Interior Designers (ASID) is a nonprofit professional society representing the interests of interior designers and the interior design community.

Duncan Aviation Says "Goodbye" to Bill Schroeder as He Retires After 38 Years

Duncan Aviation's long-standing Learjet Technical Representative Bill Schroeder retired at the end of May after 38 years in aviation and 18 years with Duncan Aviation.



We wish him a busy, relaxing retirement and the best of luck in everything he does.

Duncan Aviation Says "Hello" to Dave Schiver, our New Learjet Technical Representative

Duncan Aviation is pleased to welcome Dave Schiver as the new Learjet Technical Representative at our Lincoln, Nebraska, facility. In this position, Dave provides free technical information to Learjet operators and Duncan Aviation's Learjet airframe programs; he also acts as liaison between Bombardier representatives and Duncan Aviation to ensure that technical issues are handled efficiently.

Dave has more than 20 years of aviation experience, having recently spent 14 years at Bombardier/Learjet gaining experience with all Learjet models as Project Supervisor and Program Manager.



To welcome Dave or to ask him technical or troubleshooting advice, call him at 402.479.1680 or 800.228.4277 or send him an e-mail at Dave_Schiver@DuncanAviation.com.

Duncan Aviation Expands Challenger Nose Wheel Steering Computer Capabilities

Duncan Aviation now has the capability to function test and repair the Challenger nose wheel steering computer, Challenger part number 601-86100-() and Messier-Dowty part number 7040-(). This steering unit is installed on Challenger 600 and 601 aircraft and is manufactured by Messier Dowty Electronics.

Duncan Aviation Earns Several STCs

New STCs are constantly being issued to Duncan Aviation by the FAA. Every Duncan Aviation STC installation can be performed at any Duncan Aviation installation facility including Lincoln, Battle Creek, Teterboro, Van Nuys, Dallas/Ft. Worth, Denver and Las Vegas. Here are some of the most recent additions to our STC list.

Hawker 800 - Universal TAWS with Optional Display
Duncan Aviation recently certified Universal TAWS with optional display for the Hawker 800 series. This certification includes the BAe 125 Series 800A, Hawker 800 and Hawker 800XP. It satisfies the upcoming Class A and Class B TAWS mandates.



Lear 55 - Universal TAWS with Display
Duncan Aviation has been awarded an STC for installation in a Learjet 55 of the Universal TAWS with Display on the Universal MFD-640 (pictured above) or Universal Super FMS. This installation satisfies the upcoming Class A and Class B TAWS mandates.

Jetstar II RVSM STC: The Group is Complete

Duncan Aviation recently received "group" RVSM certification for the Jetstar II (1329-25). Those familiar with RVSM certification know that group certification is no small feat. To meet stringent RVSM altitude requirements, the FAA requires two STCs for every RVSM certification.

The first STC is for equipment approval. Duncan Aviation's Jetstar II solution uses dual IS&S altimeters. This STC is much like a "typical" new avionics equipment STC. The second STC is for "operational" approval. This certification involves the creation of an operational manual. It also involves flying at least five aircraft of the same type with similar configurations. Data is collected from the cockpit instruments and a trailing cone. This information is combined to establish an "average" static source error correction (SSEC) for the group. This SSEC curve is then built into new altimeters used on this airframe. This group certification means the trailing cone process is no longer required for new Jetstar II RVSM certifications. Immediate openings are available.



Preparing for and executing a transaction's **Main Event**

A change of ownership can be a dramatic event in the life of an aircraft. A pre-purchase evaluation is normally part of the ownership change and the aircraft's evaluation often becomes the "main event" of the transaction. During a thorough evaluation, the aircraft's past, present and future are carefully scrutinized. Buyers and sellers negotiate. Brokers and attorneys push and pull the schedule. Service center specialists pour over the aircraft and answer questions for all. The scene is set. Multiple players, each with different agendas, combine with a host of possible outcomes to create this dramatic main event, an event that Duncan Aviation is uniquely qualified to host.

Purpose

The objective of any pre-purchase evaluation is to help finalize a buying decision. The evaluation serves to identify issues that may affect the purchase price of the aircraft. Beyond this basic objective, it is important to remember that all the participants in this event are trying to limit their liability and reduce risk. The buyer is especially at risk if an evaluation is not done prior to the aircraft purchase. At Duncan Aviation, we always recommend a good pre-purchase evaluation as a way to minimize the risk involved in buying an item as complex as an aircraft.

The Players

Compared to a scheduled maintenance event, a pre-purchase evaluation becomes more of a "main event" because there are multiple players involved. They have different goals and timetables in mind. The seller wants the airplane sold quickly with limited additional expenses. The buyer usually wants a complete assessment of the aircraft that will validate the selling price and remove the risk of unexpected repairs. Usually, aircraft sales professionals (brokers or aircraft acquisition specialists) assist the buyer and seller, and add their own agendas and timetables, as do the attorneys involved with the contracts and negotiations. Drama builds as the final player in this cast is added—the maintenance facility.

As a provider of these evaluations, Duncan Aviation is often caught in the middle between buyer and seller, broker and attorney. But our goal is clear—provide a thorough and fair technical evaluation of the aircraft. Maintenance facilities who perform pre-purchase evaluations provide their expertise to all the parties involved in order to maintain solid relationships as the event progresses. With all these different players, good communication is critical and may determine the transaction's success.

Pre-Planning

The key to any successful maintenance event is pre-planning, and a pre-purchase evaluation is no exception. The aircraft buyer, who normally contracts for the evaluation, should do some basic prep work before scheduling with a facility, or even selecting an aircraft to purchase.

The answers to these questions, and others, will help determine what kind of evaluation will be needed. This information may also eliminate certain aircraft from consideration. For example, if a buyer is planning to make European trips right away, the aircraft selected should be RVSM-compliant or at least have a solution readily available. At Duncan Aviation, our maintenance sales team works through these kinds of questions to help buyers get the right kind of evaluation and to help them avoid a major buying mistake. Answering these questions before the “main event” begins will help assure the event’s success.

The Evaluation Basics

Once the pre-planning questions have been addressed, work can begin on the actual aircraft evaluation. A thorough evaluation should include a look at the aircraft’s past, present and future. The aircraft’s past can be reviewed in the maintenance history and aircraft records. A physical inspection of the aircraft and engines will tell you about the present. Evaluating the future of an aircraft involves looking at upcoming maintenance requirements and future mandates that will be required. At Duncan Aviation we recommend that each of these areas be looked at to make a good buying decision. Another important recommendation: Have all the evaluation done by technicians with good, current experience on the aircraft you are buying. A really good evaluation requires expertise and knowledge of that aircraft’s strengths and weaknesses.

Paperwork, Paperwork

Paperwork is probably the most avoided job, but in aviation, it is one of the most important. Shoddy, unkempt records can put an end to a pre-buy event. *Tracker*, Duncan Aviation’s in-house tracking program, assists operators in addressing day-to-day maintenance issues. These researchers are particularly skilled in researching records for a pre-buy event. They know what to look for and can even “read between the lines” to get the entire picture. In a pre-buy event, their assistance is critical when researching and pulling together aircraft documentation. For more information about *Tracker* call 800.228.4277.



Kory Thomas, Duncan Aviation’s Tracker Team Leader, researches aircraft logs.

Some pre-planning questions to answer include:

- ✕ Will the aircraft be operated under Part 135 or 91?
- ✕ If Part 135, what information will your local FSDO require?
- ✕ Where will the aircraft operate? What kinds of trips will it take? Will any be international?
- ✕ Is a foreign-registered aircraft being considered?
- ✕ What is the maintenance (major event) history of the aircraft being considered?
- ✕ What maintenance program is the aircraft on?
- ✕ Is the aircraft on a known maintenance tracking plan?

The Past

An aircraft’s history begins the day the aircraft leaves the factory. How has maintenance been handled (or not handled)? Are the logbooks in order? The importance of accurate records cannot be overstated. In fact, if the success of a pre-buy could be predicted, it could often be based on one item—the condition of the aircraft records. At Duncan Aviation we feel that any good pre-purchase evaluation should start with a review of the maintenance records. Organized and complete records indicate that the aircraft has probably been handled in the same careful manner. Sloppy, missing or unorganized records could mean that maintenance was handled in a haphazard fashion. This part of the evaluation should begin with an inventory of the aircraft records. Reliable maintenance facilities can assist operators in identifying and locating all needed paperwork.

The Present

The second phase of the evaluation is a current physical look at the aircraft. This part of the evaluation can be done using an official chapter 5 maintenance manual inspection or a customized evaluation offered by the maintenance facility. At Duncan Aviation we can do either type and often do a combination of both. Again, our maintenance sales team works with customers to get the best evaluation for the situation. To get the best evaluation, consideration must given to any special maintenance requirements of the transaction, the upcoming maintenance needs, and also the specific desires of the buyer or seller. Getting the right physical evaluation is foundational to the success of the transaction and we advise customers to know what they want, and understand what they are getting.



Duncan Aviation’s sales team meets with a buyer to discuss future plans.

Whether the physical evaluation is done using a chapter 5 inspection or a custom guide, the aircraft and engines should get a good look that includes system checks, major component checks, and a thorough look at the structure. All of these areas should be inspected with special attention to any known problem or high maintenance area for that type of aircraft. Once again, it is very important that the evaluator have a high level of experience and knowledge on that type of aircraft.

The Future

Are required avionics modifications on the horizon? Is a major, costly inspection due in the next year? The third part of the aircraft evaluation should look at the aircraft's future. This area is especially important because there may be major maintenance or modification requirements coming that will be expensive and/or time-consuming. The buyer must be aware of these events in order to negotiate the right price for the aircraft.


As an example, the buyer of a \$2 million aircraft could be faced with a major inspection, landing gear overhauls, engine overhauls and RVSM certification that might all total more than \$800,000! Finding that out *after* purchasing the aircraft would be a major blow to any new owner. At Duncan Aviation, we take the maintenance status reports and sit down with customers to go over these future requirements. We provide cost and downtime estimates where needed. This future look at the aircraft is just as important as the past and present, and again, it requires expertise.

Other "Main Event" Activities

Normally, an airplane is purchased with the intent of having it in service upon completion of the transaction. Putting the aircraft into service may require some additional work. A qualified maintenance facility can help work through these requirements while performing the evaluation. This other work may include Part 135 requirements, fireblock cer-

tifications, weight & balance checks, etc. If paint and interior touch-ups or a registration number change is needed, now is the optimal time to perform these tasks. Before the aircraft leaves the maintenance center, get verification that all maintenance is current, including any outstanding service bulletins, airworthiness directives, etc. Be prepared for operation before leaving the maintenance facility by asking for assistance in transferring warranty programs for components, engine, APU, parts programs, etc., and inform the maintenance tracking program of recent work. Pre-purchase time also provides an excellent opportunity to become familiar with the aircraft, including inspection programs, general maintenance issues, and where to go if help is needed. Consider the maintenance facility your partner during and after the purchase.

That's a lot!

"Whew!" Now you can see that the pre-purchase process really is a "main event." There are a lot of people involved, choices to be made, and usually some surprises along the way. Your best chance for a happy ending rests with the experienced crew doing the work. What you are really buying is knowledge and expertise on your aircraft. Not all issues can be anticipated, but preparation and the experience of aviation experts provides the best opportunity for success. 

JetResources

Pre-buy events and aircraft purchases are uncharted territory for many operators. Duncan Aviation's JetResources department focuses on aircraft acquisitions. These experts have more than 46 years of experience and more than 3,000 acquisitions on record. JetResources partners with buyers to inform them of market trends to assure that they purchase the best available aircraft at the best possible price. They are specialists in maneuvering through the complexities that can occur during a pre-buy. With JetResources, the customer pays a flat, pre-determined fee which is not tied to the price of the aircraft. To put this experience in your corner call 800.228.4277.



Duncan Aviation's JetResources Team. From left: Doug Kvassay, Andy Biller, Rene Cardona, Bob McCammon and Doug Roth.



The Duncan Difference

Those driven by the process behind accomplishment know a good thing when they see it. Joe Esmerado has seen the process work at many facilities since his early days in aviation more than 40 years ago. Experience has taught him that what really matters in the aviation world are *People, Process* and *Procedures*.

Joe is President and COO of Airborne Asset Management Programs. He helps banks and other companies manage aircraft. "I know how to bridge the gap between the people who understand aircraft financing and aircraft operations," Joe says. Banks are often at a disadvantage when an aircraft has to be repossessed. The fact it needs to be repossessed means the former owners were probably lacking resources to operate and maintain it. "Understanding the financial needs of a bank lets me facilitate making the aircraft operational so the bank can recoup its money," Joe explains.

Banks demand value on investments and when attempting to recoup money from a repossession. In aviation, value is dependent on many factors. The experience of the technicians and the service provider performing maintenance is a critical component. Another important factor is the reputation of the company performing the work. Because of Joe's expertise, industry knowledge and guidance, banks have come to rely on his recommendations concerning the best ways to maximize value.

"The Duncan Aviation process is founded in quality. The way quality is defined at Duncan Aviation is that they only do the job once. That's part of their incredible process and it's the only way I know to maintain schedules," Joe explains.

When an aircraft is being prepared for resale, the last thing a prospective buyer wants to find is that maintenance was not performed properly. To combat this possibility, Joe

chooses to use Duncan Aviation. He makes this choice not only because he knows the quality level of the Duncan Aviation process, but also because he understands the reputation that Duncan Aviation commands throughout the industry. "Duncan Aviation's quality, reputation and process allow everyone to benefit. After all, long-term relationships are what make this business work."

For example, Joe says, just look at a recent Falcon project he took to Duncan Aviation. Duncan's Allen Sward performed the initial squawk check. He understood the in-flight discrepancies immediately and put a

plan together to diagnose them, Joe says. Once the aircraft was in the hangar and work began, Joe started studying how the team operated. "On this particular project, I watched the Duncan Aviation reputation at work. The first thing that impressed me was the organization and manpower. My Team Leader's name was Jim Hazzard, and he is an absolute specialist on this airframe. Every member of his team knows the airframe well. Once the inspection began, I was immediately at ease. You quickly get the idea that the Duncan Aviation Team Leader concept works and is clearly a building block of Duncan's system that results in delivering on time, on budget."

As the project developed, Joe began to see and feel the process work. "The next thing that I became aware of was that everything that was being done was process driven. I could see a process in place that had specific procedures that were known to everyone and everyone was trained in that process," he says "The people at Duncan Aviation understand that if the process is followed, there will be not only a successful outcome, but a predictable one as well because they follow certain processes and procedures."

Joe's enthusiasm for the Duncan Aviation process is a result of his understanding of the culture and people. He knows everyone who is associated with his aircraft, and he knows they are people of good character.


"Customers are given the complete run of the facility. I'm able to stand right on the

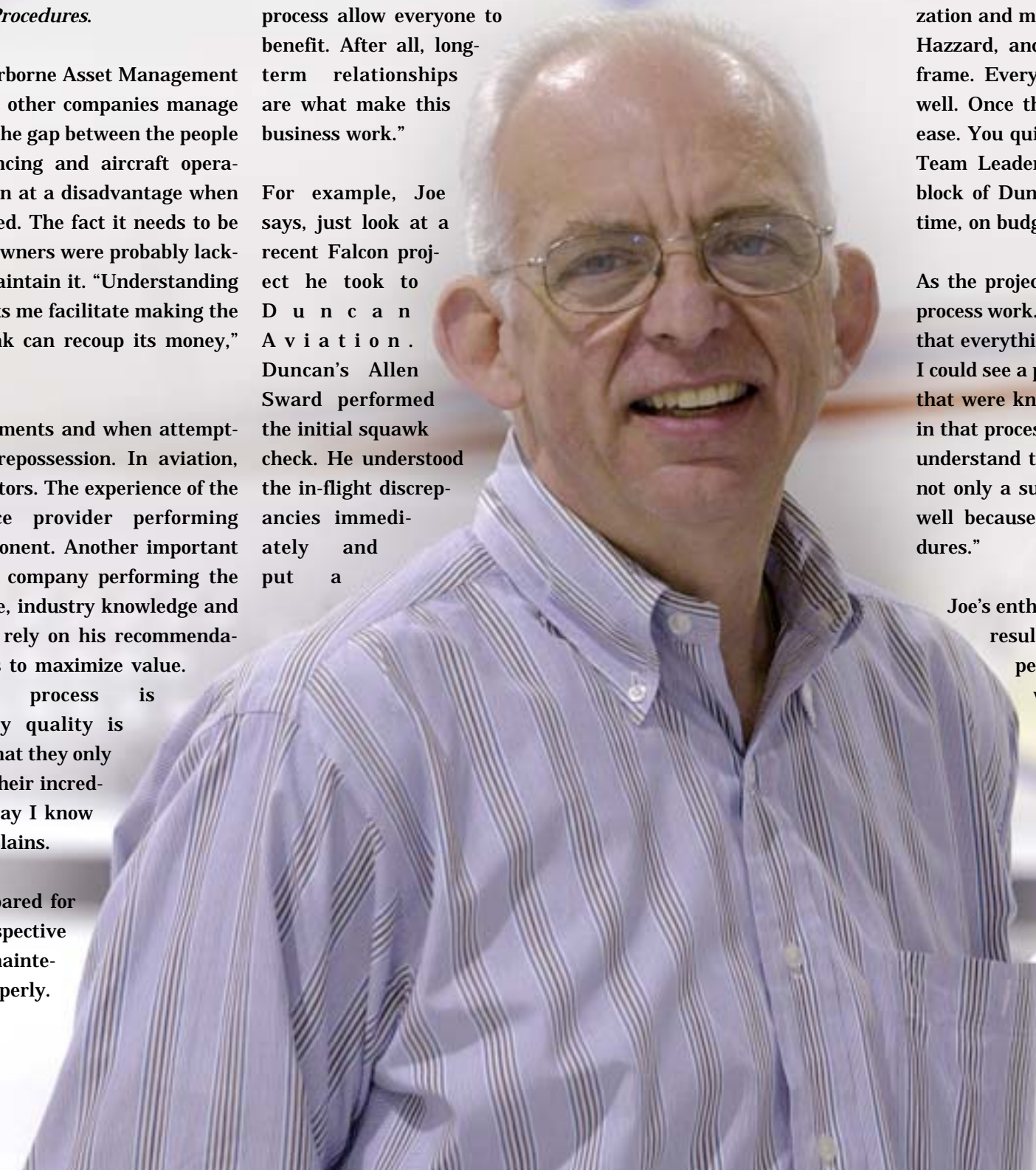
floor by my aircraft and get to know the technicians.

"Technicians believe in the process, it is implemented and everyone works together. This process is just as evident in the back shop areas of Duncan Aviation. Everything is written down. Everything is understood. Nothing is left to chance. There is no guessing going on at Duncan Aviation," Joe says.

Customer satisfaction can be achieved and measured in subtle ways. Just the idea and practice of being polite can make a guest feel at ease. "Everywhere I go in the facility, people smile, greet me and help me. The shipping crew sends a package for me with a smile, not a grumble. It gives you a good feeling. It is clear that Duncan Aviation employees understand they are assets and ambassadors of the company.

"The people who do the work are committed to doing it right," Joe continues. "It's easy to see why the company enjoys its rich reputation. No one at Duncan Aviation is passing through aviation. Everyone wants to be an aviation craftsman. They all want to be part of a truly stellar team and maintain their Number One status," Joe states.

As Joe so aptly explains, quality in the aviation industry all boils down to *People, Process* and *Procedures*. And in Joe's considered opinion, Duncan Aviation excels in the three *Ps*. 



Falcon Team Leader Jim Hazzard (left) worked closely with customer Joe Esmerado on a recent Falcon 20 project. Joe was impressed with the people, process and procedures he observed while staying on-site with the aircraft.



A Five-Time Success

A Look Back at the Spring *Intelli-Conference*

“The main goal of our Intelli-Conference symposiums is to provide operators with . . . information they can use to make their flight departments as successful as possible.”

– Aaron Hilkemann

Since 1999, Duncan Aviation has been proud to host five *Intelli-Conference* events at its Battle Creek, Michigan, and Lincoln, Nebraska, locations.

Our most recent *Intelli-Conference* was held May 13-15 in Battle Creek. With registered attendees and business partners together, more than 130 people attended the two days of educational sessions. Participants enjoyed taking part in up to seven classes of their choosing as well as several special events including a Welcome Reception, Duncan Aviation Bingo, aerobatic rides, facility tours and displays, lunches, and a special dinner at the Gilmore Car Museum.

The 15 classes offered ranged from airframe and engine workshops to project planning and avionics upgrade seminars. Two Human Factors classes were also presented by FlightSafety International

representatives. Class content was geared toward business aircraft operators and technicians. In fact, a majority of the classes offered IA renewal credit for participants.

“The main goal of our *Intelli-Conference* symposiums is to provide operators with technical and planning information they can use to make their flight departments as successful as possible,” says Aaron Hilkemann, President of Duncan Aviation. “Along the way, we introduce them to some of our experts, show them our facilities and hopefully instill a sense of what we are like to do business with.”

We plan to build on the success of this event at our next *Intelli-Conference* symposium to be held October 1-2 in Lincoln. Turn the page for a sneak peek of what we have planned for our fall event.

FEEDBACK

The following comments were submitted on anonymous feedback forms by *Intelli-Conference* attendees:

“The presentation really helped me with some work related squawks. Thank you Duncan Aviation.”

“Thank you Duncan Aviation for a job well done!”

“The workshops were very informative and well worth my time.”

“Very, very informative for new mechanics.”

“Excellent – time well spent.”

“Time spent on small details very helpful.”

“The sessions were enlightening and interesting.”

“Great conference!”

“I enjoyed the presentation and learned something new”

“Valuable information presented in a professional manner, as always.”

Great information! Great presentations!”

“Once again, I have learned new information that will assist me in my job.”

Duncan Aviation Symposium INTELLI-CONFERENCE

TIMELINE

September 30-October 2, 2002
Lincoln, Nebraska

Monday, Sept. 30:

4-6:30 PM: Pre-registration
6:30 PM: Casual Kick-Off Reception

Tuesday, Oct. 1:

7:30 AM: Registration/Breakfast
8:30-10 AM: Session One
10:15-11:45 AM: Session Two
11:45 AM: Lunch
1-2:30 PM: Session Three
2:45-4:15 PM: Session Four
at Embassy Suites Hotel & Conference Center

4:45 & 5:15 PM: Facility Tours
6:30 PM: Dinner
at Duncan Aviation

Wednesday, Oct. 2:

8:00 AM: Breakfast
8:45-10:15 AM: Session One
10:30-Noon: Session Two
Noon: Lunch
1:15-2:45 PM: Session Three
at Embassy Suites Hotel & Conference Center

Space is limited!

Register now online at
www.DuncanAviation.com/Conference
OR call 800.228.4277 extension 1288 or
4117 for more information.
Please register by Sept. 3.

Duncan Aviation is pleased to announce that we are sponsoring an *Intelli-Conference* symposium this fall in Lincoln, Nebraska. A casual reception on the evening of Monday, September 30, will kick off two days of classes and workshops on Tuesday and Wednesday, October 1 and 2.

Along with some new topics, our most popular sessions from past symposiums will be updated and offered at this symposium. Several of the classes will again be available for IA renewal credit.

We hope this event is a good fit with your interests and schedule. If so, register now as space is limited. Register online at www.DuncanAviation.com/Conference or call 800.228.4277 ext. 1288 or 4117 to speak with a registration coordinator. Also, don't forget to reserve your hotel room. Rooms are available at the Embassy Suites Hotel in Lincoln, Nebraska, for a discounted rate if you mention you are with our *Intelli-Conference* group. Call 800.362.2779 or 402.474.1111 to reserve your room today. 

SESSIONS

Aging Aircraft Issues*

Cabin Communication and High-Speed Data

The Cabin Environment:
Soundproofing, Entertainment and Lighting

Citation Troubleshooting*

Effective Pre-buys*

Parts and 8130 Tags

Falcon Troubleshooting*

Flight Deck Upgrades and Flat Panel Displays

Human Factors - Crew*
-Presented by FlightSafety

Human Factors - Maintenance*
-Presented by FlightSafety

Planning Large Completions and Maintenance Projects

Safety and Security - International Operations

TFE731 Troubleshooting*

Upcoming Mandates: RVSM & TAWS

Autopilot/Gyro Troubleshooting*

Aircraft Acquisitions & Marketplace

For comprehensive descriptions of INTELLI-CONFERENCE sessions, visit www.DuncanAviation.com/Conference or call 800.228.4277.

* IA RENEWAL CREDIT AVAILABLE OR IN-PROCESS





2002 ASID Award Winner

DUNCAN
DESIGN



The right resources can give you

Unequaled Purchasing Power

There are plenty of excellent values in today's aircraft market. To capitalize on them, however, you need access to the right resources.


Purchasing a preowned aircraft is one of the most expensive capital investments a company can make. If you are involved in making this major decision, you want to ensure a great buy on a solid aircraft rather than inherit a bunch of unforeseen problems and expenses. There are plenty of excellent values in today's aircraft market. To capitalize on them, however, you need access to the right resources—Duncan Aviation's JetResources.

Our JetResources acquisition team gives customers exclusive access to 1,830 of the most knowledgeable resources in the industry. These experts work to locate, evaluate, analyze and negotiate the best aircraft values on the market that fit a customer's needs and usage requirements. Along the way, they save customers time, hassle and money.

The preowned aircraft market is not regulated like the securities or housing markets, which require adequate, if not complete, disclosure to the buyer. What's more, the published asking prices for a particular make of aircraft don't really tell buyers what the market is allowing; papers are signed discreetly and only the parties

directly involved know the purchase price and contract terms. Those involved will often share this information with someone they know. Our JetResources representatives have relationships with brokers, dealers and others throughout the market. They have the experience necessary to determine what is really happening with market prices.

To learn how JetResources has helped customers through nine critical steps in the acquisition process, you can review a short presentation in the comfort of your home or office. Point your web browser to www.DuncanAviation.com/acmarket.html and click on the "10 Steps to Aircraft Acquisition" link. (You will need to have the free Macromedia Flash Player installed to watch the presentation.)

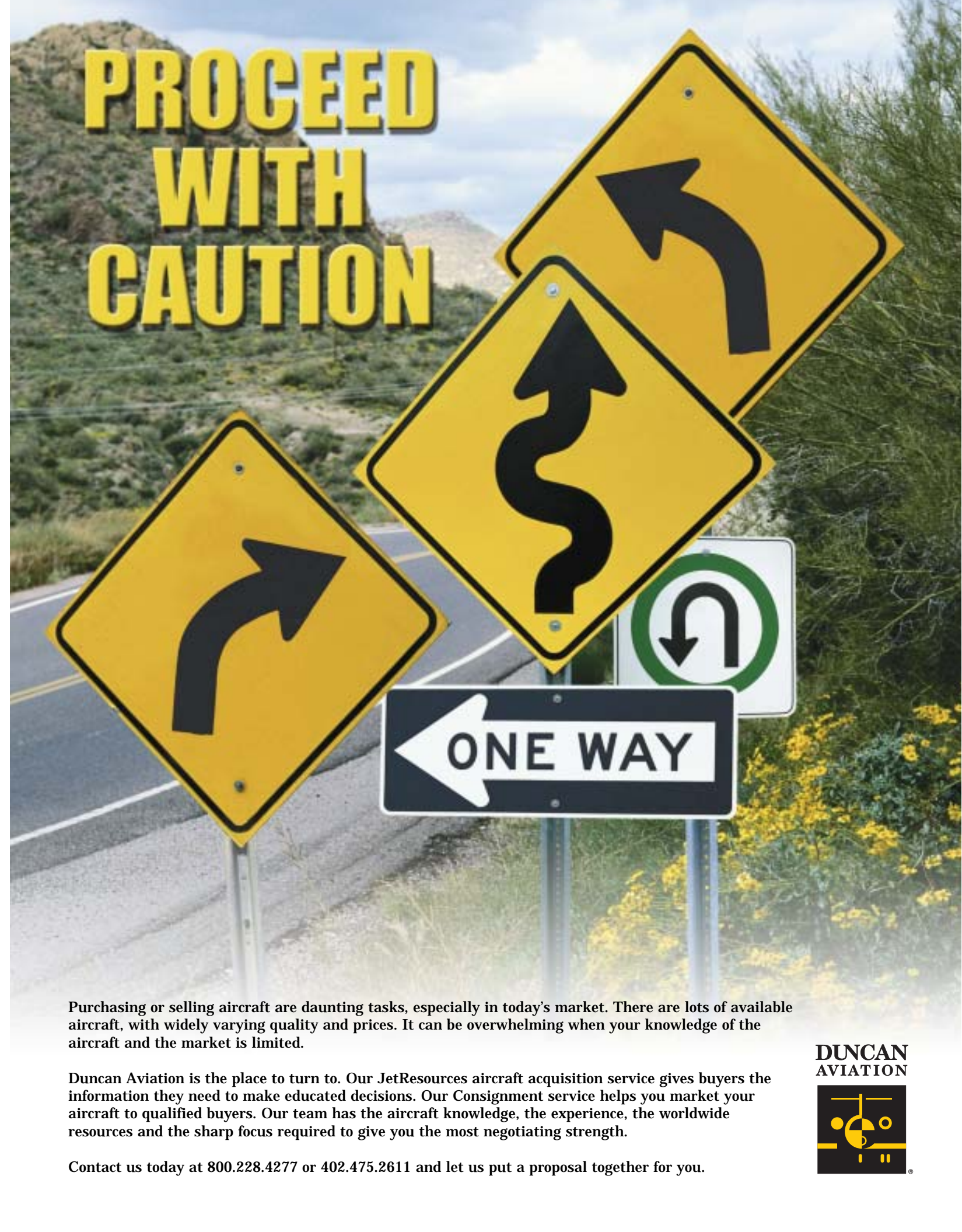
For more information about JetResources or to receive a no-obligation proposal outlining our services, call Bob McCammon, Doug Roth, Doug Kvassay, Rene Cardona or Andy Biller at 800.228.4277 or 402.475.2611. They welcome the opportunity to explain how you can turn our resources into powerful tools. 

Marketing Your Current Aircraft in Order to Receive the Best Price

The flipside of Duncan Aviation's JetResources aircraft acquisition service is our ability to market our customers' existing aircraft in order for them to receive the best possible price. Our knowledge of the preowned aircraft market and daily contacts in that market provide us with excellent prospects; we can find the qualified companies and individuals most interested in purchasing your aircraft.

Our Aircraft Marketing package includes a complete analysis and market valuation, advertisements and direct marketing, prepurchase evaluation and support (including negotiation of any discrepancies found) and closing.

For more information about marketing your aircraft through Duncan Aviation, give us a call at 800.228.4277 or 402.475.2611.



Purchasing or selling aircraft are daunting tasks, especially in today's market. There are lots of available aircraft, with widely varying quality and prices. It can be overwhelming when your knowledge of the aircraft and the market is limited.

Duncan Aviation is the place to turn to. Our JetResources aircraft acquisition service gives buyers the information they need to make educated decisions. Our Consignment service helps you market your aircraft to qualified buyers. Our team has the aircraft knowledge, the experience, the worldwide resources and the sharp focus required to give you the most negotiating strength.

Contact us today at 800.228.4277 or 402.475.2611 and let us put a proposal together for you.

DUNCAN
AVIATION



Increased efficiency through Parallel Maintenance

No one understands a specific task better than the people who perform it each day. That is why Duncan Aviation encourages all employees to identify areas where efficiency, cost and time improvements can be made. So when our engine service team saw ways to streamline the TFE731 inspection process three years ago, we began working with Honeywell to perfect

Nate Yarolimek packs a shipping cabinet prior to shipment to an HMF.



a new and better way of approaching this work. We call it *Parallel Maintenance*.

Throughout its life, a 731 engine undergoes Major Periodic Inspections (MPIs) and Core Zone Inspections (CZIs) as outlined in manufacturer's specifications. Duncan Aviation's Engine Service Center performs many MPIs each year, but CZIs must be accomplished at a Heavy Maintenance Facility (HMF). In the past, when both an MPI and a CZI were needed, the MPI was completed at Duncan Aviation and the engine was sent to the HMF facility for CZI. There, the engine was again disassembled. Knowing it would be more efficient to only tear the engine down once, we began looking for a way to make it happen. The answer was Parallel Maintenance.

Parallel Maintenance streamlines the MPI/CZI process by eliminating the need to completely build up the engine after MPI and prior to shipment to an HMF. This

Duncan Aviation Engine & APU Certifications

Engines:

Honeywell: TFE731, TPE331, ATF3 & CFE738

GE: CF34, CF700 & CJ610

Pratt & Whitney: PT6, JT15D & PW305

Williams Rolls: FJ44


APUs:

Sundstrand: T39/T40 (all series)

Honeywell: GTCP 36-6, GTCP 30-92, CTCP 36-100/150 & RE100, RE220 series

reduces the labor expended during the MPI because the engine isn't reassembled until the final buildup.

The benefits are numerous. Since both facilities work the engine simultaneously, downtime is significantly decreased. Cost is lower. And, because of the reduced downtime, customers with major airframe/interior projects can have MPI/CZI work performed without the need for rental engines. Most importantly, all engine service is performed to Duncan Aviation standards and is backed by the Duncan Aviation warranty.

Duncan Aviation and Honeywell first piloted Parallel Maintenance three years ago. When the initial project was completed in 17 days, we knew we were on target. Parallel Maintenance has become the standard in delivering prompt, high-quality service. Turntimes average 25 days, or quicker with advance notice. 

Brian Weathers disassembles an engine for an MPI inspection.



An engine core is packed by George Pannullo for shipment to an HMF.

Here's how Parallel Maintenance works:

- 1 The engine is disassembled to the MPI level at Duncan Aviation.
- 2 Special, Honeywell-designed fixtures are installed in the core for support during shipment.
- 3 The core is shipped within two days to the HMF. The HMF immediately begins work on the CZI.
- 4 Duncan Aviation reworks the remaining MPI parts to a prearranged build standard.
- 5 The MPI is completed at Duncan Aviation and the fan gearbox, combustion and turbine modules are placed in a special, Honeywell-designed cabinet and shipped to the HMF.
- 6 The HMF completes the CZI and reassembles the engine with the original MPI parts that were included in the cabinet shipped from Duncan Aviation.
- 7 The HMF performs a certification test cell run and the engine is returned to service.

Our engine service sales team welcomes your questions and comments about Parallel Maintenance or any of the turbine engine services we provide. Contact any of the representatives listed to the right.

Jon Dodson, 402.479.4250 / 800.228.4277
jon_dodson@duncanaviation.com

Mike Healzer, 402.479.4233 / 800.228.4277
mike_healzer@duncanaviation.com

Doug Alleman, 402.479.4236 / 800.228.4277
doug_alleman@duncanaviation.com



Cabin Communication Solutions

Duncan Aviation Delivers

Cabin communications seems to be on everyone's discussion list. High-speed data (HSD) and the demise of Claircom and FliteFone 800 service are sending many on a search for answers with a sense of urgency. When it comes to researching cabin communication systems, Duncan Aviation has found the hard-to-find answers and has experience with today's cutting-edge cabin communications technology.

High-Speed Data

In discussions of cabin communications, one of today's busiest buzz terms is High-Speed Data (HSD). This technology is making faxes, e-mail and internet access practical at any altitude.

Each of the systems on (or soon to be on) the market use the data transfer technology of the Inmarsat SWIFT64 satellite network to deliver 64Kbs of data per channel. To make the most of this speed, some systems have the ability to combine two data channels to transfer data at a rate of 128Kbs.

EMS Technologies introduced the first "true" HSD system in the fourth quarter of 2001 for the military. Duncan Aviation was selected for two of the first HSD installations for corporate aviation. Our successes with the EMS systems include the installation of the HSD-128 dual-channel system in a Falcon 50 and EMS's HSD-64 single-channel system in a Gulfstream IV.

Duncan Aviation is working closely with EMS to ensure the maximum potential

of these systems is achieved. In addition to EMS, Duncan Aviation is also working with Honeywell and Rockwell Collins to develop and install their HSD systems as they become available.

Claircom / Flitefone 800

For years the Claircom Flitefone 800 provided a dependable, drop-free and clear communication signal over most of North America. However, AT&T recently confirmed it will terminate Claircom Flitefone 800 (FF800) service on September 1. This news came as a shock

to many of the nearly 700 air transport and corporate aircraft operators who currently use this service. In the wake of this announcement, our phone lines have been filled with requests for guidance through the process of selecting a replacement system.

For straight answers to all of your cabin communications questions, contact Duncan Aviation's Avionics Sales Representatives. This team is well educated about the advances in this sector of our industry and is prepared to guide you to the system that best fits your flight mission and communications needs. ☎

Key considerations when researching a new or replacement system.

S CHANNELS

Will your current or future operations require multiple channels, or will one "independent" channel suffice?

S INTERNATIONAL

Will domestic coverage meet your current and future needs, or will international coverage be necessary?

S INTERFACE

Will the new system interface with an existing system such as SatCom, Uni-Link, TeleLink or AFIS now or in the future?

While there are no direct "plug and play" replacements for the FF800, each of these systems are excellent replacements.

Manufacturer	Product	System Used
Teledyne Control www.teledyne-controls.com	MagnaStar	G
AirCell Inc. www.aircell.com	AT.02/AGT.02	G
Icarus www.icarusinst.com	SkyConnect	IR
Universal Avionics www.universalavionics.com	TT-3000	M
	TT-5000	I
Honeywell www.honeywell.com	SCS-1000	M
	MCS-3000i	I
	AirSat 1	IR
	HS-600	S
Rockwell Collins www.rockwellcollins.com	HS-700 (3Q2003)	S
	SATCOM 5000	I
	HST-900 (4Q2002)	S
EMS Systems www.elmg.com	HSD-128 (HSD)	S
	HSD-64 (HSD)	S

G = Ground-based.

IR = Iridium satellite system.

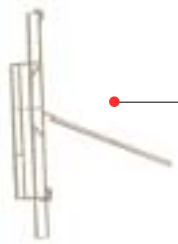
I = Aero I. Uses the Inmarsat satellite system.

M = Aero M. Uses the Inmarsat satellite system.

S = SWIFT64. HSD satellite system.

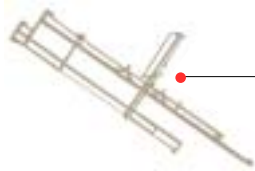
Duncan Avionics in Denver Delivers Peace of Mind

Denver Centennial



For Duncan Avionics service and installations in Denver, call Matt Nelson at 303.649.1790

Denver Jeffco



What is “peace of mind?” What is it worth? How is it defined? If a store could sell peace of mind by the pound, how much would it cost? When considering family security, a home, or new car tires, many decisions are based on which product or service delivers the most safety, protection and, in turn, peace of mind. These are the same quantifiers that lead many to the Duncan Avionics shop in Denver.

Founded in 1993, the mile-high Duncan Avionics shop is managed by Matt Nelson, an aviation veteran. Matt’s resume includes a long-standing tenure at Duncan Aviation’s facilities in Lincoln, Nebraska, and Van Nuys, California. Over the years, Matt and the Denver team have performed several major installations including TCAS II, EGPWS, TAWS, SATCOM, radar, AHARS and RVSM. Besides major installations, the team frequently performs avionics line maintenance and repairs on directional gyros, analog altimeters, GPSes and EFIS systems. The team also provides the top-quality troubleshooting for which Duncan Avionics is famous.


The Denver shop is one component of our national network of Duncan Avionics shops. Every Duncan Aviation technician, including those in our major facilities in Lincoln, Nebraska, and Battle Creek, Michigan, has access to a database that is packed with countless troubleshooting tips and hundreds of free avionics loaners. These resources are at the fingertips of every technician in every shop.

In addition to troubleshooting, every Duncan Avionics shop is backed by our second-to-none aviation electrical engineering team. These are the people who design new avionics integrations for installations like TCAS and TAWS. They draw from years of aviation experience to evaluate, scrutinize and prove every aspect of every

These are the details of a major Lear 55 project recently completed by Duncan Avionics in Denver, Colorado:

- New Universal UNS-1F FMS.
- New Universal MFD-640 multi-function radar indicator. This installation was one of the first to interface the UNS MFD-640 with the Rockwell Collins WXR-300 radar system.
- New TAWS-compatible equipment installation and certification.
- A second installation is planned to install a Universal Avionics TAWS computer using the UNS-1 FMS data transfer unit for updates and the MFD for a map with “plan” and 3-D terrain view modes.

installation long before our technicians ever touch your aircraft. From nearly any airway, Duncan Aviation’s legendary service is not far.

Complete confidence in every system in your aircraft is imperative. Confidence is achieved by choosing knowledgeable and experienced people to work on your aircraft. People who take pride in every job they perform—big or small. The entire Duncan Aviation team is made of this kind of people and Duncan Avionics in Denver shop is no exception. 

FAQ DUNCAN AVIONICS

I just learned my FliteFone 800 system will be deactivated. Can a Duncan Avionics facility install a new system?

Yes! Duncan Avionics facilities have installed many telephones over the years and the demand is increasing. If your system is being shut off, or your existing system is no longer meeting your needs, Duncan Avionics is ready to install a system tailored for you.

I know you have an STC for TAWS for my airframe, but my equipment is not “standard.” Can you build a custom electrical interface for TAWS in my aircraft?

Yes. Customers often request a system installation we have performed in another aircraft of the same type, but we have found that existing equipment and flight crew preferences are rarely uniform. Duncan Aviation creates custom electrical drawings for every installation in every facility. This process ensures upgradeability and retained value for years to come.

Why do I need an STC?

The FAA requires STC approval for complex aircraft upgrades such as TCAS-II and Class A TAWS/EGPWS. Duncan Avionics-Denver is one of the few shops around the country that is capable of generating STCs, though STCs for many of the most common installations already exists in the Duncan Aviation database.

Can Duncan Avionics handle my RVSM re-certifications?

Yes! Duncan Avionics has all the equipment and expertise to keep your RVSM aircraft operating. In addition, we can upgrade many aircraft to RVSM compliance.

If a Duncan Avionics shop installs my equipment, do I have to take it back to that shop for service?

Every Duncan Aviation installation carries a warranty valid at every Duncan Aviation location. This includes every Duncan Avionics location as well as LNK and BTL. From Teterboro, New Jersey, to Van Nuys, California, Duncan Aviation will keep you flying.



DUNCAN AVIATION

This March, *Professional Pilot* magazine announced the results of its latest independent reader poll, the 2002 PRASE (Preferences in Aviation Services and Equipment) Survey.

Duncan Aviation swept the top three spots in the "Best Avionics Center" category with Duncan Aviation's Lincoln facility named #1, Duncan Aviation's Battle Creek facility named #2 and Duncan Aviation's Teterboro facility named #3. Duncan Aviation has received a first-place avionics ranking every year since the survey began in 1985.

In the category of "Best Maintenance Center," Duncan Aviation-Lincoln placed #1 and Duncan Aviation-Battle Creek placed #4. Duncan Aviation has received a #1 rank every year except one since this portion of the survey began in 1987. (In 1988, Duncan Aviation was ranked second instead of first.)

BEST Avionics Center	#1 Duncan Aviation Lincoln	#2 Duncan Aviation Battle Creek	#3 Duncan Aviation Teterboro		BEST Maintenance Center	#1 Duncan Aviation Lincoln	#4 Duncan Aviation Battle Creek
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Open letter to the friends, employees, customers, and business partners of Duncan Aviation, Inc., from J. Robert Duncan, Chairman.



Duncan Aviation recently received an award of which I am most proud; it is truly the capstone of my career. Duncan was recognized as number 30 on FORTUNE magazine's list of the "100 Best Companies to Work For."

I thank each and every one of you for your role in making this happen.

As team members and their families, customers, and business partners, you are all responsible for fostering a work environment that promotes universal excellence and encourages creativity and trust. Your passion for customer service and the wonder of flight collectively bring out the best in all of us. Your character and diligence are key factors in the preservation of our culture. It is this culture that we hold sacred and that all those who visit Duncan Aviation facilities feel immediately.

Our industry is one of great challenges and great potential. Your dedication and perseverance make all of you a truly special team. The entire Duncan family thanks you for your contributions to this wonderful recognition.

Sincerely,



J. Robert Duncan
Chairman
Duncan Aviation

Lincoln, Nebraska
800.228.4277
402.475.2611



Battle Creek, Michigan
800.525.2376
269.969.8400

www.DuncanAviation.com

Added Value Is No Mystery

Duncan Aviation's SoftSet unit is one of the reasons our warranty is less than 2%.

Avionics Tech Rep Curt Campbell provides some free in-depth troubleshooting for a customer.

Duncan Aviation has a long history of providing customers with tangible as well as non-tangible benefits. Most customers don't think about these benefits because they are part of the fabric of the Duncan Aviation experience; they are seamless. However, they are why Duncan Aviation facilities are consistently rated as the top avionics facilities in the country. Here are just some of the reasons why the readers of *Professional Pilot* magazine voted Duncan Aviation #1 (LNK), #2 (BTL) and #3 (TEB) in avionics this year.

Private ownership:

- Results in greater customer focus
- Customers are important; so our thinking is long-term
- Allows an awareness of the importance of customer service and provides the maximum in customer value

Service options:

- Repairs/Overhauls with **Free Loaner Units**
- **AOG service** (Fastest industry turntimes; **120 technicians with work in progress 21 hours a day**)
- **Exchange units**
- Discounted rentals

Personal service:

- 24/7 Tech Reps (**Free troubleshooting**)
- 24/7 Customer Account Reps (Personalized service)
- Customer training at customer locations
- Quick and informed operators/**human touch** (No initial automated message)
- **Free 800.LOANERS** telephone number
- No intrusive telemarketing
- Customer privacy (We do not sell or share our customer database)
- Open accounts

20 satellite locations with:

- Line/Bench services
- Installations available at six satellite locations
- Road teams
- Accessory exchange available at all satellite locations

Low warranty rates:

- **Our warranty is less than 2%** (A direct result of training)
- Low warranty means less hassle for customers saving them time & money

More than 30 Service Center Dealerships:

- Results in increased **technical training** for Duncan Aviation technicians

Duncan Aviation-owned Calibrations Lab:

- Resulting in equipment that is calibrated correctly and quickly

Shipping:

- Custom-made, reusable boxes
- FedEx discounts

"Private ownership allows for a positive family atmosphere. This positive environment, backed by the finest technical minds in our business, assures satisfaction for our customers."

—Todd Duncan
Components President

Because of his extensive **technical training**, Bill Schaffhausen is an expert at repairing VG313 gyros.

In-house inventory:

- Piece parts
- \$7.5 million loaner pool

Comprehensive integrated company effort:

- **Nine focused avionics teams**
- World-class facility
- Internet site with complete component capability listing
- **Free Duncan Intelligence newsletters** with airframe specific avionics technical articles and helpful advice
- An understanding and awareness of international markets with a dedicated International Marketing Manager

To add value to your avionics/instrument overhauls and repairs, call: **800.LOANERS** (800.562.6377) or e-mail Dan Magnus at: dan.magnus@duncanaviation.com. You may also request Duncan Aviation's complete component capabilities on our soon-to-be-released compact disc or look up our capabilities on-line at www.DuncanComponents.com.

Avionics Tech Rep Larry Troyer discusses a technical article from the latest **Duncan Intelligence newsletter**, then sets his customer up with a **free loaner** to use in troubleshooting his airplane.

Customer Account Rep Jamie Dallegge gets a customer flying again with **AOG service** by providing an **exchange unit**.

Duncan Aviation has **nine focused avionics teams** employing **120 technicians with work in progress 21 hours a day**. These teams have literally hundreds of years of experience.

Switchboard operator Andrea Stahmer provides customers with that **"human touch."**



Servo Service Simplified

**Collins, Bendix, Learjet, JET (Goodrich), Sperry. . .
You Name It, We Do It**

Duncan Aviation Accessory Technician Brent Reynolds carefully goes by the book while troubleshooting a JET (Goodrich) autopilot servo. Look up Duncan Aviation's complete component capabilities on-line at: www.DuncanComponents.com.


Duncan Aviation's Accessory Shop routinely repairs and overhauls nose wheel steering servos and autopilot servos. In fact, we serviced a total of 509 servos last year alone. These servos included Collins, Bendix, Learjet, JET (Goodrich), Sperry and others.

Duncan Aviation technicians have worked on servos for more than 20 years and have the experience needed to quickly spot discrepancies causing squawks. Collins servos are set up to torque specifics according to aircraft type and flight control surfaces prior to return to service. Duncan Aviation has also increased the overhaul warranty period on Goodrich servos to 18 months.

Duncan Aviation is constantly increasing our repair capabilities. We can function test and repair the Challenger nose wheel steering computer, part number 601-86100-() and

Messier-Dowty part number 7040-(). This steering unit is installed on Challenger 600 and 601 aircraft and is manufactured by Messier Dowty Electronics. In addition, we can service the SA400 nose wheel steering servo, part number 6608278-2 and the SA200 part number 501-1112-xx autopilot servos used in Learjet 35/55 aircraft.

Duncan Aviation provides accessory support seven days a week and can quickly repair units with our dedicated weekend team. For operators who have little downtime available, Duncan Aviation offers an Accessory Time and Material Exchange Program.

Contact Chris Gress in Component Service Sales & Marketing at 402.479.1664 (direct), cell # 402.450.5216 or e-mail Chris at: chris_gress@duncanaviation.com. 

Feeling Some Pressure?

New High Pressure Test Stand Expands Accessory Capabilities


Duncan Aviation's accessory pneumatic team routinely repairs and overhauls a wide range of air handling valves. These components are found in most business jets, from bleed switching valves and engine breather valves to mod valves. The Duncan Aviation Accessory Shop is extremely proud of our customer service and the in-shop capability growth we have seen over the last few years.

Duncan Aviation's Accessory Shop is now proud to announce the addition of our newly designed and developed High Pressure Test Stand. This test stand now gives the shop capabilities on Challenger T/R motors (PDU): part number 126758-6, -6-2, 126636-2 and 979998-1,-2 engine bleed shut-off. The High Pressure Stand also enables us to work on several Falcon high flow valves including the 4000 hour overhaul on the Falcon 50 flow limiter valve, part number 2725F030100. According to the Falcon 50 Maintenance Manual temporary revision dated January 2001, the 2725F030100 flow limiter valve is required to be overhauled every 4000 hours or for units currently over 4000 hours at the next "B" inspection, then every 4000 hours after that. Our new High Pressure Stand also allows us to perform the 3000 hour overhaul on the Falcon 20 and 20-5 flow limiter valve, part number 2711AZR2. According to the Falcon 20 and 20-5 Maintenance Manual, the 2711AZR2 flow limiter valve is required to be overhauled every 3000 hours or for units currently over 3000 hours at the next "B" inspection, then every 3000 hours after that.



Jim Laughner prepares Duncan Aviation's new high pressure test stand to test a 106884-3-1 flow control valve. The valve is designed to regulate airflow in the pneumatic systems of Hawker HS-125 and Westwind 1121/1123/1124 aircraft. The new high pressure test stand gives Duncan Aviation complete overhaul, repair and function test capabilities on a wide range of pneumatic systems. Look up Duncan Aviation's complete component capabilities on-line at: www.DuncanComponents.com.

Contact Chris Gress in Component Service Sales & Marketing at 402.479.1664 (direct), cell # 402.450.5216 or e-mail Chris at: chris_gress@duncanaviation.com.

You may also request Duncan Aviation's complete component capabilities on our soon-to-be-released CD-ROM. 

Sandy Bauer teams with AVPAC expertise to keep her customers happy while maintaining her

Non-Traditional Business

Sandy Bauer, founder of Bauer Aviation, relies on Duncan Aviation's AVPAC when assisting customers of her brokerage service with rotables, avionics, components and parts needs.


Those who attempt to begin non-traditional types of businesses usually seek support from companies who can provide a holistic approach to their unique needs. Sandy Bauer, founder of Bauer Aviation, is just such a person. After 13 years of experience in the aviation parts arena, she decided to start her own brokerage service. Three years into her growing enterprise, Sandy relies on AVPAC to help her keep her customers flying. "I'm a one person show and I hand-carry my customers from start to finish with each particular need," she says.

The main goal of Sandy's company is to give personal attention to each of her customers.

That requires dealing with vendors who take a holistic view of helping her help customers. "When I started, I wanted to be comfortable with my core group of customers. As that developed, I knew I could take good care of them," Sandy explains. "That's why AVPAC is so important to me. They give me the same level of care that I provide my customers."

Sandy's main contact with AVPAC is Scott Fletcher. Sandy and Scott have a wonderful business relationship. "It is a pleasure to work with someone who has the same type of customer-driven personality that I have; it makes it much easier to quickly communicate my needs. When I make a deal with

Scott, I know he will follow through, just as I do with my customers."

Her relationship goes beyond AVPAC and into Duncan Aviation's avionics and accessory areas. "Gerry Schultz (avionics) and Kenny Leymaster (accessory) take good care of me, too. I'm one of those 'why' people. Gerry and Kenny always provide me with answers. That's why I know the full story when I have to discuss a component overhaul/repair with my customer. It's one of the reasons Duncan Aviation is number one in the industry. They're not afraid to give me an explanation about a unit's condition or answer any of my questions. I like that." 

Scott Fletcher is Sandy Bauer's AVPAC representative. She likes his customer-driven personality and the follow-through that he provides.

