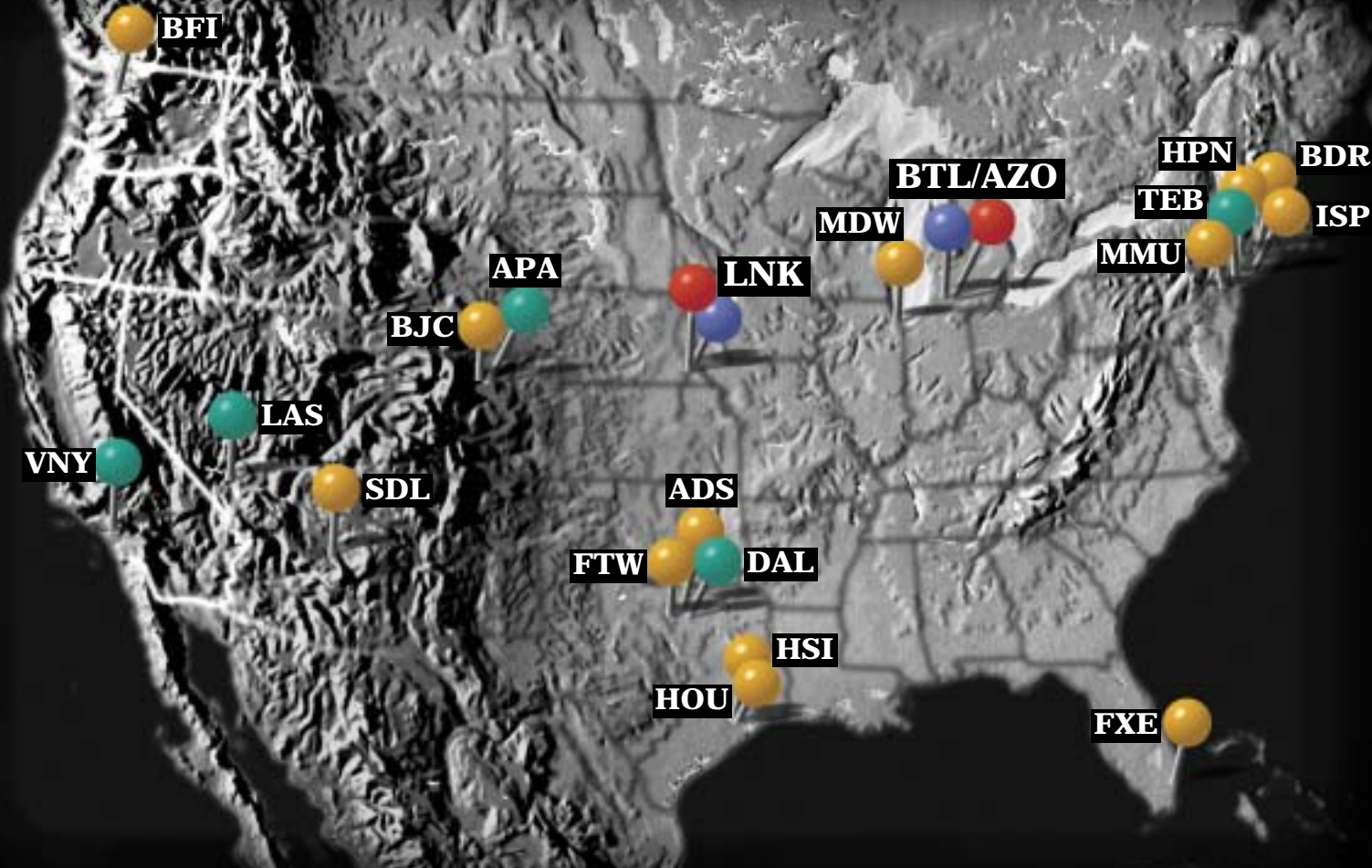


DUNCAN AVIATION FACILITIES



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			



Maintaining excellence & attitudes

For most businesses, last year was the most challenging in more than a decade. First, we experienced an economy that continued to weaken throughout the year. Then came the tragedy of September 11, an event that forever changed us.

Overall, Duncan Aviation had a good 2001. We added new employees, although at a diminished rate. Most importantly, we maintained our long tradition of no layoffs. In retrospect, we were already preparing for a change in the industry. We invested in technology, education, personal and leadership development and we focused on controlled growth and expense control while providing customers the best in quality and service.

The same focus and excellence that carried us through 2001 will help us widen our lead in 2002. We will continue to make sound business decisions with a bias towards long-term success and innovation while maintaining our position as the finest employer and service provider in the industry.

In this issue of the *Duncan Debrief*, we highlight some of our services that you may not

know about: JetResources aircraft acquisition; calibrations; and parts location/consignment (AVPAC). We invite you to our spring Intelli-Conference in Battle Creek, highlight our airframe structures team and tell you about some recent avionics installations.

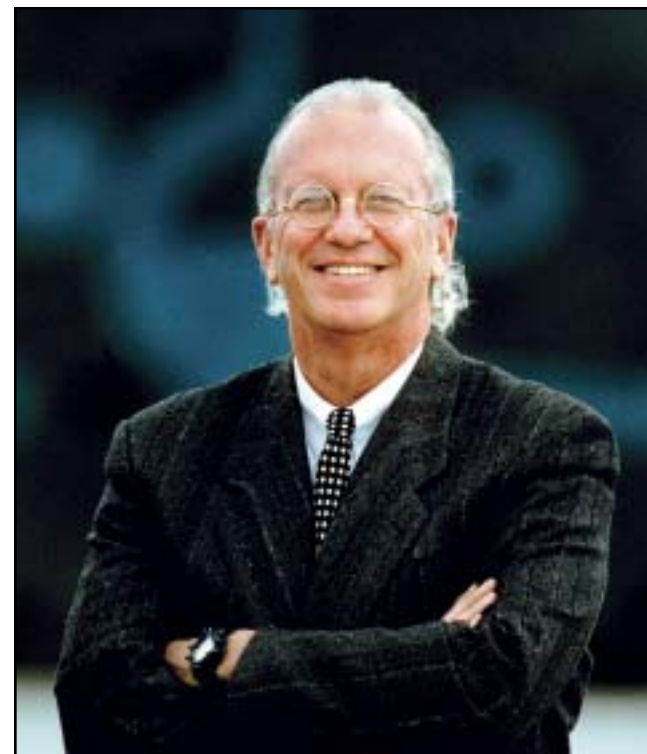
In addition, we feature a recognition that I am thrilled to share—this February, Duncan Aviation was named #30 on the list of the “100 Best Companies to Work For” in FORTUNE magazine. I cannot imagine a recognition that is more meaningful to me and the entire Duncan family. It is indeed a capstone to my working career.

I am reminded of a statement made by Warren Buffett when asked what he likes best about being successful. He said it is not the financial rewards, but being in a position to choose who he works with and who he does business with. I share the same sense of enjoyment in my association with our customers, team members and business partners. I thank each of the hundreds of Duncan Aviation employees who daily treat each other and our customers with trust and respect. They make Duncan Aviation facilities fun and exciting places to work and are directly responsible for the “great attitude” that everyone who visits a Duncan Aviation location feels immediately. I also thank our customers for their trust. Providing excellent work with fast turntimes, great service and fair prices is something our entire workforce strives to accomplish time and again.

Now we have the challenge of doing it all even better in the future. That is a challenge we are prepared to meet.



J. Robert Duncan, Chairman



FEATURES

8 INTELLI-CONFERENCE - SPRING 2002
Come join us in Battle Creek for training and information as well as some fun and food. Call or go on-line and sign up for the free classes.

10 INSIGHT OR OVERSIGHT?
Successful aircraft acquisition is more than looking at magazine listings. You need the knowledge, experience and focus of Duncan Aviation's JetResources team.

12 CHALLENGER 601 INTERIOR
Take a photographic tour of this recent project.

14 THE STRUCTURES DOCTORS ARE IN!
The aircraft structure can be compared to the skeletal system in humans. When it needs help, you want to see a specialist.

16 INSTALLING ANOTHER INDUSTRY FIRST
Duncan Aviation's engineering and production teams have certified and installed the first Collins Pro Line 21.

16 PEACE OF MIND AT ANY ALTITUDE
Duncan Aviation is Honeywell's choice for the installation of the new Mark XXII EGPWS for the Sikorsky helicopters.

18 TIME TO CHECK YOUR TOOLS?
Duncan Aviation's Cal Lab has the calibrations and repair services you can count on.

20 LEARJET STAB ACTUATORS
New capabilities and capacity make Duncan Aviation the best place to come for stab actuator repair, overhaul and exchange.

21 COMPLY WITH PROPELLER AD
AD 2001-23-08 affects Hartzell Compact propellers. We can help you comply with this important directive.

22 AUTOPILOT AWARENESS
Duncan Aviation's Autopilot team repaired more than 4,600 units last year. They're the experts to handle yours.

23 "HANDLE LIKE EGGS"
Here we highlight our two specialized gyro teams. Both understand how delicate and important these instruments are.

24 AVPAC PROVES PROFITABLE FOR CUSTOMER
Dieter Griesel of Piper-Germany tells how AVPAC has benefited his business.



4 FORTUNE-ATE AGAIN

Duncan Aviation was recently named #30 to the list of the “100 Best Companies to Work For” in FORTUNE magazine. We tell about the honor and why we believe we made the list.



Departments

1 THE CAPTAIN'S LOG
Robert Duncan discusses Duncan Aviation's 2001 performance, 2002 business plans and the recognition of which he is most proud.

2 NEWS BRIEFS
Brief descriptions of some of the newsworthy events happening at Duncan Aviation facilities nationwide.

ON THE COVER
Duncan Aviation's JetResources Team: (L to R) Doug Kvassay, Andy Biller, Rene Cardona, Bob McCammon and Doug Roth.

A PUBLICATION OF

Duncan Aviation-LNK
Lincoln, Nebraska
800.228.4277
402.475.2611
www.DuncanAviation.com

Duncan Aviation-BTL
Battle Creek, Michigan
800.525.2376
616.969.8400

Calling Duncan Aviation's Michigan Locations Will Soon Require A New Area Code

The area code for Duncan Aviation locations in Battle Creek and Kalamazoo, Michigan, will be changing from 616 to 269 this year. The new area code will go into effect July 13, 2002. However, the 616 area code will be available for another seven months after that date. On February 13, 2003, mandatory dialing of the new area code will begin.

Duncan Aviation is in the process of updating all published materials to reflect the new area code and we expect to complete the updates this summer. Beginning in July, it is best to start using the new area code when calling either facility.

Duncan Aviation Receives New Authorizations

Duncan Aviation's Lincoln, Nebraska, facility was recently issued FAA approval and the authorization from Honeywell to perform hot section inspections on TFE731 20/40/60 engines. This authorization completes Duncan Aviation's TFE731 engine capabilities. The company also added the Learjet 45 model to its FAA authorizations.

Duncan Aviation's JetResources Acquisition Service Welcomes New Turboprop Specialist

Duncan Aviation is pleased to welcome Andy Biller as the newest member of JetResources, our aircraft acquisition assistance service. With extensive experience in aircraft transactions, Andy joins the team and will assist customers who wish to purchase turboprops.

For the last seven years, Andy has worked as a sales representative for the King Air with Raytheon Aircraft Company. Over his career there, he made transactions totalling more than \$100 million in new and used King Airs. Before joining Raytheon, Andy worked at Elliott Aviation in Omaha as the Aircraft Sales Manager and the Flight Department Manager. While there, he sold new and used Bonanzas, Barons, King Airs and Beechjets.

Andy received a bachelor's degree in business marketing from the University of Northern Iowa. He is also an active commercial pilot with multi-engine and instrument ratings and more than 3,500 hours of flight time.

"The most satisfying thing to me about aircraft sales is the relationships I have formed with customers," Andy says. "In many cases, customers have purchased more than one aircraft from me. The repeat sales have provided me with an opportunity to gain the trust of my customers and focus on what their needs truly are. I enjoy helping customers make good decisions and become comfortable with their acquisition choices."



Bill Prochazka Named Executive Vice President and General Manager of Duncan Aviation's Michigan Operations

Duncan Aviation recently named Bill Prochazka as Executive Vice President and General Manager of Duncan Aviation's Michigan Operations.

Previously Vice President of Aircraft and Customer Services for the Michigan facilities, Bill's leadership and passion for customer service, quality and efficiency landed him the new position.

"Bill is a proven complement to our great team in Michigan," says President Aaron Hilkemann, "as well as the entire Duncan Aviation philosophy."

Bill began his career with Duncan Aviation in 1987 at its Lincoln, Nebraska, headquarters. He worked as a technical representative and in airframe and engine management before moving to customer service in Michigan.

Before coming to Duncan Aviation, Bill spent nine years at Cessna Aircraft Co. in Wichita, Kansas, and worked for a short time at a small avionics shop in Colorado. He received his pilot's license in the early 1980s.



Duncan Aviation's JetResources Service Shares 10 Steps in Acquisition Over Internet

Duncan Aviation's JetResources acquisition service has helped hundreds of business operators join the efficient world of business aircraft ownership. Our JetResources team provides step-by-step assistance from aircraft type selection based on mission requirements to apples-to-apples analysis of available aircraft and negotiation skills to pre-purchase evaluation and closing.

To learn more about the 10 main steps involved in aircraft acquisition and how we have helped customers make intelligent purchase decisions throughout these steps, you can review a 9-minute presentation in the comfort of your home or office. Simply point your web browser to www.DuncanAviation.com/acmarket.html and click on the "10 Steps of Aircraft Acquisition" link and enjoy. You will need to have the free Macromedia Flash Player installed to watch the presentation.

If you have questions about our JetResources acquisition service, contact us at 800.228.4277.

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.

Astra RVSM equipment STC
Duncan Aviation was recently awarded an STC for the IS&S (Innovative Solutions & Support) Air Data Computer (ADC) system in the Astra. This ADC is RVSM compliant and is a key component of Duncan Aviation's RVSM program for the Astra.

Citation 500 - EGPWS Mark VIII with display
Duncan Aviation was recently awarded an STC for Honeywell's Mark VIII with display in the Citation 500 series. This STC satisfies the TAWS mandate.

Citation III, VI - Universal TAWS and MFD
Duncan Aviation was recently awarded an STC for installation of Universal Avionics Systems Corporation's Terrain Awareness Warning System (TAWS) Software Control Number (SCN) 10.X and Universal Avionics Systems' Multi-Function Display (MFD).

Gulfstream IV - Dual Honeywell FMZ-2000 FMSEs and CD-820 Control Display Units
Duncan Aviation was recently awarded an STC for installation of dual Honeywell FMZ-2000 Flight Management Systems from 5.x software to 6.x software and upgrade of the dual CD-810 Control Display Units to CD-820 Control Display Units.

Falcon 50 - Pro Line 21
Duncan Aviation was recently awarded an STC for the first Pro Line 21 ever installed in a Falcon 50. For more details, see the article on pages 16-17 of this edition of the *Duncan Debrief*.

Hawker 800 - EGPWS Mark VIII with display
Duncan Aviation was recently awarded an STC for Honeywell's Mark VIII with display in the Hawker 800 series. This STC satisfies the TAWS mandate.

Lear 55 - TAWS with display on MFD-640
Duncan Aviation was recently awarded an STC for integrating Universal TAWS on the MFD-640.

Duncan Aviation Named Approved Facility for Really Quiet Hush Kits

Duncan Aviation has been named by Really Quiet as an approved installation facility for their Stage 3 hush kit. The hush kit offered by Really Quiet is FAA approved and offers a solution to Gulfstream II/III/III owners confronted with travel restrictions related to FAR 36, Stage 3, and Annex 16 noise rules. Duncan Aviation will be part of a network of independent service centers approved and supported by Really Quiet.



Robert Duncan Inducted Into Nebraska Business Hall of Fame

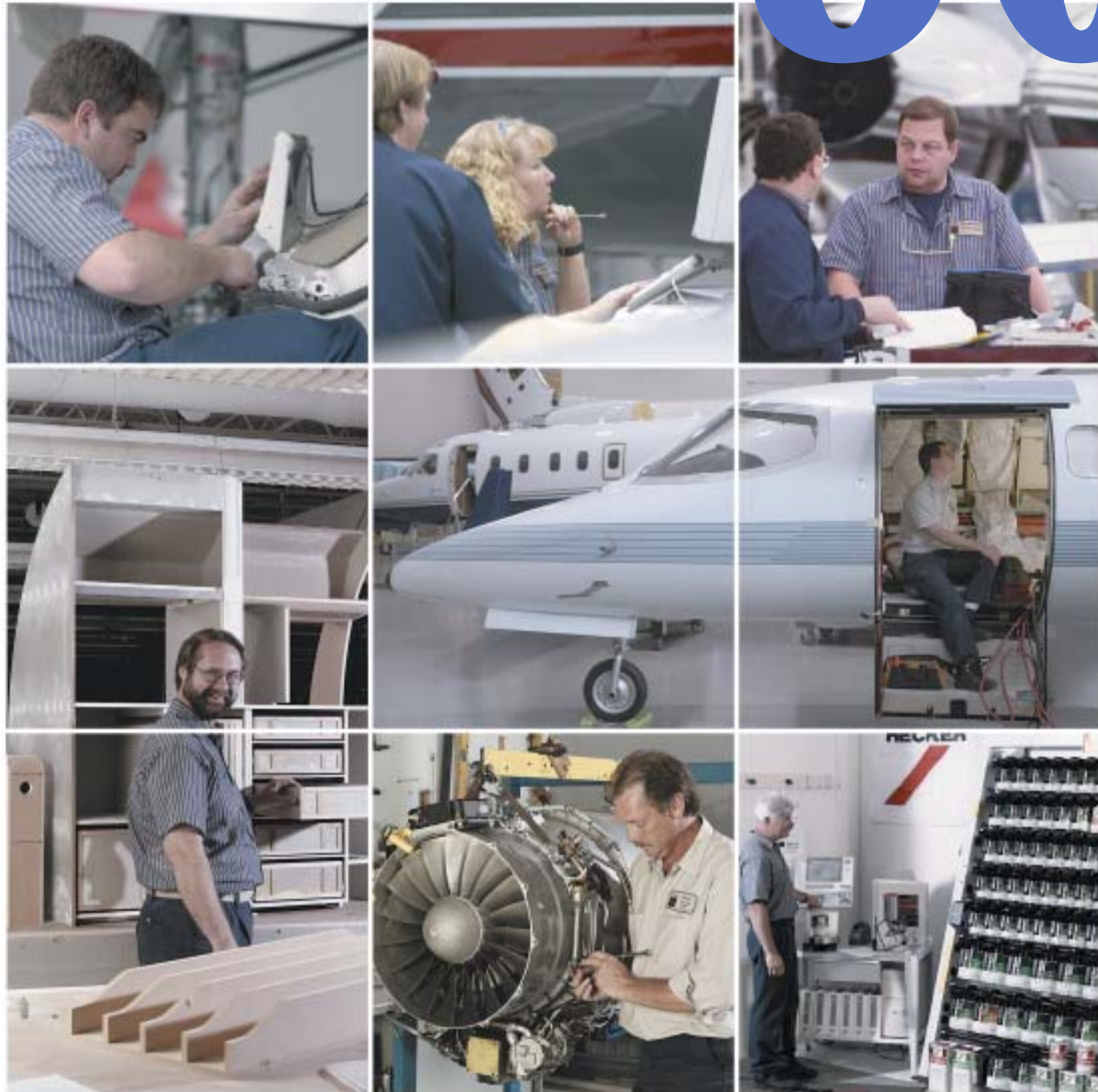
This February, Robert Duncan, Chairman of Duncan Aviation, was inducted into the Nebraska Business Hall of Fame. The Hall of Fame, located at the University of Nebraska-Lincoln College of Business Administration, was established in 1992 by the Nebraska Chamber of Commerce & Industry and the college. Their goal was to recognize Nebraska business leaders whose contributions to the state economy and business environment are worthy of public praise.

Duncan Creates New Hawker Overlay Panel

Duncan Aviation has developed a maintenance-friendly overlay panel for Hawker 700s and 800s. One person can easily remove and reinstall this piece in 15 minutes, making lighting and power supply maintenance a snap. For more information, contact Matt Richardson in Battle Creek at 800.525.2376 or Craig Boesch in Lincoln at 800.228.4277.

The Big Three-0! 30

Duncan Aviation places **#30** on FORTUNE magazine's 2002 list of the "100 Best Companies to Work For"



For the second year in a row, Duncan Aviation was named one of the "100 Best Companies to Work For" by FORTUNE magazine. We ranked #30 on the 2002 list, which appeared in the February 4 edition of FORTUNE. That's up 32 spots from last year's ranking of #62.

"It is deeply satisfying for all of us to see Duncan Aviation recognized by FORTUNE magazine as one of the best places to work in America—especially with all of the changes that have taken place in our business environment, our nation and our world over the last year," says Aaron Hilkemann, President of Duncan Aviation. "We have always recognized that our employees are the foundation of our success and we want to support them throughout their careers."

"Customers consistently comment on our employees' friendliness, teamwork and attitudes," Aaron continues. "They truly enjoy what they do and it shows in their hard, excellent and thoroughly accurate work, excellent performance, high energy levels and professionalism. We remain committed to supporting our employees and working together with their input to address challenges as they arise. All our employees have been a part of developing a culture that makes Duncan Aviation a very special place to work."

About the FORTUNE list. . .

This is the fifth year FORTUNE has compiled this list with assistance from best-selling authors Robert Levering and Milton Moskowitz. The magazine used methodology similar to that used for Levering and Moskowitz's books, "The 100 Best Companies to Work for in America." This methodology is employee-driven, relying heavily on random employee surveys rather than company rhetoric and policy.

Two-thirds of the scoring is based on the answers randomly selected employees give to questions on the *Great Place to Work Index Trust*, a survey created by the Great Place to Work Institute in San Francisco to measure the quality of workplace culture. The remaining third of the score reflects FORTUNE's evaluation of the materials the companies presented to them, including answers to the *Great Place to Work Culture Audit*, in which companies explain their philosophies and include supplementary materials like employee handbooks, newsletters and videos.

Nearly 50,000 employees from 279 companies in the running filled out confidential surveys, sending them directly to the Great Place to Work Institute. Of those surveys, more than 18,000 employees also provided written comments about the company for which they work.

How did the current business climate affect the "100 Best" list?

The second half of 2001 was tough for most businesses. Suffering through a recession, many American businesses cut perks as well as positions. Out of the 100 companies on the list, 80 of them (like Duncan Aviation) avoided layoffs last year, Levering and Moskowitz say in the Feb. 4 FORTUNE article.

Of course, business troubles were more than economic in 2001. The randomly distributed surveys that employees fill out for companies to be considered for the list were completed and tallied a few weeks before the terrorist attacks on the World Trade Center and the Pentagon. So Levering and Moskowitz followed up last fall with questions about layoffs after Sept. 11, the toll the event had on business and what the company and its employees had done in response to the tragedy.



“We work hard to select people who would enjoy Duncan Aviation’s work culture and create an environment that is fun, rewarding and successful for all associated with it.”

—Aaron Hilkemann

“The response was extraordinary,” they say in the article. “Corporate donations flowed . . .” Duncan Aviation, for example, matched employee donations to the Red Cross after Sept. 11, resulting in \$39,942.83 raised for the victims. The company also rallied employees and encouraged the donation of hundreds of pints of blood.

“In short,” Levering and Moskowitz write, “these companies and their workers rose to the occasion. And that, too, is what being one of the 100 Best is all about.”

How did Duncan Aviation make the list?

There are many things that helped Duncan Aviation make FORTUNE’s list. We believe the most important are the respect the company shows for the employees as well as our team-oriented atmosphere, excellent career opportunities and great training.

“We work hard to select people who would enjoy Duncan Aviation’s work culture and create an environment that is fun, rewarding and successful for all associated with it,” Aaron continues. “Making FORTUNE’s ‘100 Best Companies to Work For’ list for a second time underscores the fact that we are on the right track, and we thank our employees for helping to put us there.”

“Every employee is responsible for making Duncan Aviation a great and inspirational place to enjoy a meaningful career. Our respect for each other, our commitment to excellence and, of course, our ability to have fun while serving our customers are keys to our success.”

Other innovative and unique programs that Duncan Aviation provides for its employees include the following:

■ **A unique work culture.** All employees are highly valued and leaders are empowered and encouraged to make them feel so. The company hosts frequent and impromptu employee appreciation parties as well as employee/family parties, catered lunches, cookouts, etc.

■ **Training and Education.** Duncan Aviation strongly encourages all employees to focus on continuous learning. Duncan Aviation employees average 40 hours of training each year and the company invested more than \$2.1 million in training in 2001. Tuition is fully reimbursed for applicable college classes.

■ **Scholarships.** Children of Duncan Aviation employees are eligible for \$8,000 scholarships for post-secondary education at an accredited trade school, college or university.



Duncan Aviation awards up to 10 scholarships every year.

■ **Private pilot license reimbursement.** Duncan Aviation reimburses up to \$2,500 for employees who earn their private pilot license and an additional \$2,500 for those who earn their instrument rating. While pilot training is not necessary for most positions, it helps employees relate to customers and, we believe, increases enjoyment in life.

■ **Wellness Programs.** Duncan Aviation encourages employees to be healthy by rewarding them for involvement in activities and practices that contribute to an overall sense of wellness. In addition, the company’s Lincoln, Nebraska, and Battle Creek, Michigan, locations have on-site exercise facilities.

Check out the complete list

To access FORTUNE’s complete list of the 100 Best Companies to Work For, you may go to www.fortune.com. *



A sampling of companies on FORTUNE magazine’s “Best 100 Companies to Work For”

- | | |
|-------------------------|-----------------------------------|
| 1 | Edward Jones (St. Louis, MO) |
| 2 | Container Store (Dallas, TX) |
| 8 | Qualcomm (San Diego, CA) |
| 26 | MBNA (Wilmington, DE) |
| 27 | Adobe Systems (San Jose, CA) |
| 28 | Microsoft (Redmond, WA) |
| 29 | Valassis (Livonia, MI) |
| DUNCAN AVIATION. | |
| 33 | AFLAC (Columbus, GA) |
| 39 | Pella (Pella, I A) |
| 41 | Patagonia (Ventura, CA) |
| 49 | Intel (Santa Clara, CA) |
| 53 | Land’s End (Dodgeville, WI) |
| 58 | Starbucks (Seattle, WA) |
| 74 | Harley-Davidson (Milwaukee, WI) |
| 84 | Nordstrom (Seattle, WA) |
| 85 | FedEx (Memphis, TN) |
| 94 | Wal-Mart Stores (Bentonville, AR) |
| 95 | Texas Instruments (Dallas, TX) |
| 100 | Men’s Wearhouse (Fremont, CA) |

Duncan Aviation Symposium INTELLI-CONFERENCE

“FlightSafety is very proud to be a part of the Duncan Aviation Intelli-Conference event.”

– Al Krusz, FlightSafety

Duncan Aviation is pleased to announce more details about our next INTELLI-CONFERENCE, May 14-15 in Battle Creek, Michigan. The INTELLI-CONFERENCE series of symposiums is an extension of our Duncan Intelligence newsletters, faxed and e-mailed publications designed to share valuable tips for everything from simple daily maintenance to planning for major projects. The INTELLI-CONFERENCE symposium is your chance to discuss aviation issues with knowledgeable industry professionals in a face-to-face forum that facilitates the sharing of knowledge between Duncan Aviation, our business partners and our customers.

The last INTELLI-CONFERENCE event in Battle Creek was attended by nearly 100 customers and vendors. Their feedback and suggestions were important for planning our upcoming event. With this input, we are confident that the symposium in Battle Creek will be the best yet.

We are proud to offer several new topics as well as updates to many of the popular sessions from past symposiums. A majority

of the classes will be available for IA renewal credit again this year, including two from FlightSafety.

“FlightSafety is very proud to be a part of the Duncan Aviation Intelli-Conference event,” says Al Krusz, a FlightSafety Training Representative. “We have participated in the last three symposiums and have experienced very positive interaction and feedback from the attendees. FlightSafety has always supported continued ‘Life Cycle’ training and recognized its importance to the ongoing success of maintenance and flight operations.”

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 800.525.2376 ext. 8777 to speak with a registration coordinator. Don't forget to reserve your hotel room! Rooms are available at the McCamly Plaza Hotel for a discounted rate – call 888.622.2659 to reserve your room today. *

Sessions on May 15 will be held at Duncan Aviation's Battle Creek facility. Tours and special shop demonstrations will be available during lunch.



This year, the dinner event will be held at the Gilmore Classic Car Museum. The museum has been called “one of the 10 best automobile museums in the United States” by Car Collector Magazine. All eight barns, with more than 140 cars housed in them, will be open to attendees on the evening of May 14th.

INTELLI-CONFERENCE SESSIONS

- Aging Aircraft Issues Parts 1 and 2*
- Cabin Communication and High-Speed Data
- The Cabin Environment: Soundproofing, Entertainment and Lighting
- Citation Troubleshooting*
- Effective Prebuys
- FAA / Certification Update*
- Falcon Troubleshooting*
- Flight Deck Upgrades and Flat Panel Displays
- Human Factors – Crew*
–Presented by FlightSafety
- Human Factors – Maintenance*
–Presented by FlightSafety
- JT15D Workshop*
- Planning Large Completions and Maintenance Projects
- Safety and Security – International Operations
- TFE731 Workshop*
- Upcoming Mandates: RVSM & TAWS

For comprehensive descriptions of INTELLI-CONFERENCE Sessions, visit www.DuncanAviation.com/Conference or call 800.525.2376.

* IA RENEWAL CREDIT AVAILABLE

INTELLI-CONFERENCE TIMELINE

May 14-15, 2002
Battle Creek, MI

Casual Kick-Off Reception
Monday, May 13, 7 PM
Arcadia Brewing Company,
downtown Battle Creek

Tuesday, May 14:
McCamly Plaza Hotel
8 AM: Registration
9 AM: Session One
10:45 AM: Session Two
12:30 PM: Lunch
1:45 PM: Session Three
2:30 PM: Session Four
**5:30 PM: Dinner event at Gilmore
Classic Car Museum**

Wednesday, May 15:
Duncan Aviation
8:00 AM: Breakfast
8:45 AM: Session One
10:30 AM: Session Two
Noon: Lunch
2:15 PM: Session Three
**Facility tours and shop demonstra-
tions will be available during lunch.**

Space is limited!
Register now online at
www.DuncanAviation.com/Conference
OR call 800.525.2376 ext. 8777 to speak
with a registration coordinator.

The registration deadline is April 26.

Insight or Oversight?

The process of locating and purchasing a pre-owned business aircraft is complex and risky. The stakes are huge. A small oversight can cost hundreds of thousands of dollars. A small insight can result in an equally large advantage.

There are three keys to the process: *Knowledge, Experience and Focus.* With these three things, you can avoid oversights and gain insights.

JetResources, the aircraft acquisition service of Duncan Aviation, leverages the experiences gained from more than 3,000 aircraft transactions over 46 years. Our team of acquisition specialists works for you and draws from the knowledge, experience and focus of the more than 1,850 aviation experts whom Duncan Aviation employs.

How can you take advantage of this knowledge, experience and focus? Simply pick up the phone. Call us. We will discuss your specific objectives and provide you with the names and contact information of several like-kind buyers who hired JetResources to help them acquire their aircraft. You can call them and learn about how we helped them. Experience tells us that once you do your research, you'll call us back and let us conduct research on your behalf.

Call our JetResources team today at 800.228.4277 or 402.475.2611. *

"A pre-purchase inspection/evaluation is a focal point of our JetResources service. The evaluation can be performed at Duncan Aviation's Lincoln or Battle Creek facilities, or at any authorized facility of your choice. While we believe the experience and resources of Duncan Aviation are unsurpassed in this area, the facility selection is completely up to you.

"One of the most gratifying aspects of working with JetResources clients is seeing many of them return time and again to use the services provided by our many departments. Once new JetResources customers become acquainted with our people and capabilities, a true relationship is developed that continues through future aircraft changes and upgrades."



Bob McCannion

Doug Kvassay



"Many individuals who attempt to purchase aircraft on their own do so without complete and accurate market information. Consequently, they leave themselves a large margin of safety and make offers considered unrealistically low. The market may favor the buyer right now, but it does have limits. By having an acquisition professional assist you, you have access to all the relevant information you need to make an informed decision. Information such as the "real" selling price of similar aircraft, the number of buyers you are competing with for a particular type of aircraft, and alternate aircraft types that will perform your mission and may currently be a better value.

"You can remove a lot of the uncertainty when making an offer by first completing a detailed spreadsheet analysis of available aircraft, as compared to recently sold aircraft. Analyzing the different available aircraft is one of the things I enjoy most. We have developed a spreadsheet system, detailing all the important attributes of the competing aircraft, to help us identify the best values. From there, we can price the aircraft on an equivalent basis to quickly eliminate unproductive pursuits and focus the search on aircraft that meet buyers' requirements yet provide the value they are expecting."

"The fluidity and complexity of the pre-owned aircraft market allows for ever-changing parameters: the age of the aircraft, their condition, the number of units available, recent macro-economic trends, specific aircraft-market trends, etc. This fluidity does not allow for deals to be done in the same fashion every time.

"I enjoy the challenges the market presents, as well as the process of serving my customers. We often feel a special bond with customers we work with over time and through the course of one or many transactions. That bond is based on their trust. We are part of their team, looking out for their interests. It is crucial to be professional, honest, and have the utmost integrity. We provide them with the information necessary for them to feel comfortable in making a decision to purchase an aircraft at a certain price and under certain terms and conditions. It is most satisfying when we help someone acquire an aircraft and, after several years have passed, they call us to handle the sale of the aircraft we originally helped them acquire as well as locate a replacement for them."



Rene Cardona

"I like the fact that I am truly partnering with a customer, not simply brokering a deal. With JetResources, the customer pays a pre-determined acquisition fee which is in no way tied to the price he pays for an aircraft. We are then free to select potential aircraft based on the needs of our customer and not the potential brokerage fee we could collect. This arrangement also has a positive affect with an aircraft seller, because it tells them up front that they will not need to negotiate a brokerage fee, and it seems to 'qualify' the buyer by virtue of the fact that the buyer was serious enough to hire an acquisition agent."



Doug Roth

"I am proud to be the newest member of Duncan Aviation's JetResources team. For the past 16 years, I have been selling aircraft for a leading manufacturer. The current buying opportunities present in the pre-owned turboprop market offer buyers wonderful opportunities and options. Knowing what to look for and how to analyze both the financial aspects and mission requirements will ensure optimum return on a customer's investment."



Andy Biller

JETRESOURCES™
A SERVICE OF DUNCAN AVIATION

L601





Custom fixtures and decades of experience help Duncan Aviation specialists deliver top quality work with minimum downtime.

Everyone in aviation understands the importance of the aircraft structure. Just as the human skeleton allows us to walk, run, work and function, the structure of an aircraft allows us to taxi, take-off, cruise and land. The human skeleton protects our internal organs and is critical for good health. The aircraft structure protects passengers and is the foundation for aircraft safety. When our human structure needs help, we consult a specialist. When an aircraft structure needs work, there is no better remedy than the Duncan Aviation Structural Specialists.

All of our 300+ A&P licensed technicians have structures training, but Structures Team members have refined their skills through experience and additional training. These teams work alongside our airframe teams but focus on sheet metal and structural repairs. This focus allows them to develop world-class skill and efficiency at all types of structural work, from simple rivet replacements to complete rebuilds. You could say that our structures specialists are the orthopedic surgeons of the aircraft industry!

If your aircraft needs structures work

The Structures Doctors Are In!

A Team of Specialists

Duncan Aviation has more than 40 full-time structural specialists. Monte Reeves heads up the Lincoln team and Jay Pennington and Dave Balling lead the Battle Creek team. With the aging fleet of business aircraft, Duncan Aviation structures specialists have become very skilled in designing and applying repairs to corroded structures. In the past year they have had the wings off of Falcons, Learjets, Hawkers and Jetstars, all for corrosion issues. Other jobs have included reskinning hail damaged aircraft and complying with service bulletins such as the Learjet engine beam shear web modification.

Our teams also have experience rebuilding damaged aircraft. They routinely repair severe structural damage and have experience working with customers and insurance companies. Recent projects have included King Airs, Citations, Gulfstreams, Falcons and Hawkers. Projects may arrive in pieces on a trailer but leave in like-new condition. Our Structures Teams also have expertise in the repair of composite structures. They are equipped to handle the growing demand for

repairs on composite radomes, fairings and flight controls.

Tools of the Trade

In surgery, an orthopedic surgeon needs more than skill. Specialized equipment is also required. The same is true for our specialists. Our teams have tools and equipment needed for bending, cutting, fitting and attaching structural components. Equipment is in place for jacking and shoring aircraft as well as specialized dollies for removing wings and lifts for removing tail surfaces. Many of these pieces have been designed and built in our own Machine Shop. The ability to fabricate unique parts is a great asset to the Structures Team. This tremendous equipment investment represents the commitment Duncan Aviation has to deliver efficient, timely structures support.

That Critical Paperwork

Skilled technicians and specialized equipment are important, but in our industry the paperwork is just as critical. Heavy structural repairs almost always require special approved data and drawings that can only be provided by an authorized

engineer. At Duncan Aviation we have DERs (Designated Engineering Representatives) on staff to support our Structures Teams. Our in-house tech reps maintain active relationships with OEM engineers to expedite repair schemes and approve data. FAA-approved repairs and paperwork provide the foundation for restoring the aircraft structure to full strength.

What's the Big Deal?

We think aircraft structure is a big deal and informed operators agree. When you need structural repair, come see our specialists. After all, if you needed a hip replacement would you go to just *any* doctor?

For further information about Duncan Aviation's structural capabilities, contact Jeff Manion or Spence McPherrin in Lincoln at 800.228.4277 or Pete Kilmartin in Battle Creek at 800.535.2376. *

The Duncan Difference

Our Place or Yours?

A structural technician can be sent to your location to repair damage or perform a temporary fix and then assist in arranging a ferry permit so permanent work can be performed at a Duncan Aviation facility.

Send-In Structural Repairs

Items can be sent to Duncan Aviation for repair. Often, items can be repaired, painted and returned to the customer within one week. Items might include inlets, flight controls, gear doors, radomes or fairings.

Engineering Expertise

Duncan Aviation engineers and technical representatives have direct contact with all of the OEM engineering groups. In addition to OEM support, Duncan Aviation has in-house DERs to provide quick responses to structural issues.

Fabrication Team

Duncan Aviation's Fabrication Team (with PMA authority) is another level of our Structures Teams. The Fabrication Team can make required parts for a specific structural job or complete items at a customer's request. Such items may include trash cans, additional entrance handles, drink holders, or whatever is needed to make the aircraft more convenient and comfortable.



A sample of some of the PMA products created by Duncan Aviation's Fabrication team for installation in business class aircraft. Clockwise from upper left: Heated Liquid Container, APU Enclosure, APU Exhaust, Ice Tray Liner, Drip Tray, APU Air Inlet.



Installing another industry first Collins Pro Line 21

The CNS/ATM cloud floats above the near-distant horizon. Though its composition is more defined now than ever, it is still somewhat sketchy. In light of this uncertainty, system upgradeability and flexibility are critical when deciding how to outfit the flight decks of tomorrow. Collins' Pro Line 21 is a versatile system designed to adapt to changing missions and airspace requirements no matter how they evolve.

Duncan Aviation's engineering and production teams, building on their successes with Pro Line 2, Pro Line 4 and FDS-2000 installations, have designed a cockpit that is an extension of the pilot. Extremely sharp and large LCDs deliver Flight Management Systems (FMSes) and built-in radio tuning in a pilot-friendly panel arrangement. The Pro Line 21-integrated Flight Director and Autopilot system greatly improve situational awareness. And the all-digital, integrated cockpit incorporates TCAS, TAWS, GPS and Doppler Radar to make this aircraft the safest machine in the sky.

Why be painted into a corner with a panel full of obsolete avionics? The band-aid approach to safety and regulation enhancements results in flight decks that are heavy, expensive and confusing to the flight crew. Call today to learn how Duncan Aviation can simplify your cockpit and improve situational awareness. Experience today's highest level of safety and be poised to meet future technology head-on. Call Clark Gordon or Dave Pleskac today. *

Peace of mind at any altitude Sikorsky EGPWS



When Honeywell was searching for a partner for its new Mark XXII Enhanced Ground Proximity Warning System (EGPWS) installation program, it didn't take long for Duncan Aviation to rise to the top of its list. With 23 EGPWS STCs covering more than 40 different aircraft types and hundreds of EGPWS installations to its credit, Duncan Aviation is clearly an industry leader when it comes to EGPWS installations and an obvious choice for the MkXXII / Sikorsky installation program.

Duncan Aviation is now performing these installations at its Duncan Avionics facility in Teterboro, New Jersey (TEB). Managed by Terry Markovich, Duncan Avionics-TEB has a dedicated installation department directed by Earl Templemeyer. This year Terry, Earl and the rest of the Teterboro team climbed two rungs on the reputation ladder with a move to #3 in *Professional Pilot* magazine's annual PRASE survey in the "Best Avionics Centers" category. TEB's success and knowledge is shared with Duncan Aviation's facilities in Lincoln, Nebraska, and

Battle Creek, Michigan, which earned #1 and #2 in the PRASE survey.

The Mark XXII is certified for the Sikorsky S-76B/C/C+ and was designed specifically for helicopters to reduce the workload and increase situational awareness in the demanding helicopter cockpit. To learn more about adding the safety of EGPWS to your S-76, contact Clark Gordon at 800.525.2376 or 973.541.9100. *

Time to Check Your Tools?

Duncan Aviation's Calibration Lab has long met the needs of the entire Duncan Aviation enterprise. In 2001, this 10-member team calibrated and repaired 4,560 tools for Duncan Aviation alone.

This experience gives us an understanding of your needs. We know the most important factors when choosing a service center to send your tools to for calibration and repair.

Turntime

We know time is money. That's why we set up this program. Duncan Aviation's Calibration Lab can calibrate your tools and have them back to you in fewer than five days.

Convenience

Duncan Aviation is a one-stop shop and our convenience doesn't stop at your wing tip. Send your tools along with your aircraft for a check up. We can handle it all.

The Cal Lab also has a computer-based tracking system that can personally notify you when your tools require calibration.

Quality

The Cal Lab is continuously enhancing its Quality Assurance Program to meet the latest government and industry standards. *



The Duncan Aviation calibration team in their working environment.

Duncan Aviation's Cal Lab capabilities include:

General Purpose Electronic Test

- Calibrators
- Generators
- Oscilloscopes
- Counters
- Meggers
- Meters
- Power supplies
- Aviation equipment

Microwave and RF Test

- Signal generators
- Attenuators
- Spectrum Analyzers
- Communication monitors
- Power meters and watt meters
- High frequency counters

Dimensional/Physical Tooling

- Micrometers
- Calipers
- Crimpers
- Inclometers
- Temperature
- Torque
- Tensiometers
- Vacuum/pressure
- Dial indicators
- Scales

Air Data Test

- Pitot/static

Contact us today
for calibration and repair service you can count on.

Duncan Aviation
Calibration Service
3701 Aviation Road
Lincoln, NE 68524

Phone: **800.228.4277** ext. **1698** or **402.479.1698**
Fax: 402.479.4136
E-mail: CalibrationServices@DuncanAviation.com



With three test stands and a specialized team, we have the capacity and experience to repair and overhaul lots of

Learjet Stab Actuators

Duncan Aviation's Accessory Department supports a wide range of aircraft components including the Learjet Horizontal Stabilizer Actuator. Because of customer demand, Duncan Aviation added Lear 60 and 31 actuators to our inventory and also added more capacity by purchasing an additional test stand. Today, we have three Learjet Horizontal Stabilizer Actuator test stands to help keep up with demand.

Duncan Aviation's electrical-mechanical team has literally repaired and overhauled thousands of these stabilizer actuators, averaging more than 500 units every year. Some team members have as many as 20 years of experience with stab actuators. This experience is reflected in the squawk-free operation of the stab actuators we repair, overhaul and provide as Accessory Time & Material Exchanges.

Recently, we have encountered some Learjet operators who were confused about the 12,000 hour Non-Destructive Testing (NDT) inspection requirement and the 12,000 hour compliance placard installed on their Horizontal Stabilizer Actuator. The Learjet Horizontal Stabilizer Actuator is due for NDT at each 600 hour inspection. (This was previously due every 12,000 hours.) The 12,000 hour inspection has been removed from Chapter 5 of the airframe manufacturer's maintenance manuals. *

For more information about this new requirement, please contact Chris Gress, Duncan Aviation's Component Service Sales & Marketing Representative:

Toll-free at 800.228.4277 ext. 1664

Direct at 402.479.1664

Cell phone at 402.450.5216

E-mail at chris_gress@DuncanAviation.com



Note to Learjet Operators:
Stab actuators are now due for Non-Destructive Testing at each 600 Hour Inspection.



Randy Lienemann (left), Don Zimmerle (middle front), Scott Lau (middle back) and Bob Finke (right), comprise Duncan Aviation's propeller team.

Duncan Aviation can help Hartzell Compact operators

Comply With Propeller AD

Duncan Aviation's Propeller Department has been overhauling and complying with Service Bulletins from propeller manufacturers and FAA Airworthiness Directives (ADs) for years. There is a recently released AD that affects a wide range of aircraft fitted with the Hartzell Compact propeller. AD 2001-23-08 requires and addresses replacement of the propeller "hub." Currently, the manufacturer has made the hub available at a significant price discount.

Bob Finke leads Duncan Aviation's propeller team and has 15 years of propeller repair and overhaul experience. Bob and his team

will quickly be able to determine whether your propeller should be overhauled or if it just requires the hub AD by examining your propeller log book. *

To find out more about this AD and how Duncan Aviation can help, please contact Chris Gress, Duncan Aviation's Component Service Sales & Marketing Representative:

Toll-free at 800.228.4277 ext. 1664

Direct at 402.479.1664

Cell phone at 402.450.5216

E-mail at chris_gress@DuncanAviation.com

AD 2001-23-08 Affects Hartzell Compact Propellers. Duncan Aviation can help operators comply with this important Airworthiness Directive.



Brent Gillette, Duncan Aviation Autopilot Tech III, overhauls an autopilot unit.

Autopilot Awareness

Duncan Aviation's 15-member Autopilot team (below) repaired 4,600 units last year.



Duncan Aviation's Autopilot team does **big** things for their customers. Last year, using their workhorse test unit, the Duncan Aviation-developed Date-1B ATE,

the 15-member team repaired and overhauled 4,600 units. By any calculation, that's a huge amount of customer work performed. All 15 technicians have associate's degrees in electronics and they have a combined 103.5 years of experience, so you

can be sure your unit is in good hands. We have added the Collins APC 65 equipment within the last year and will soon add the JET CA 200 to our ATE capabilities. Additionally, this customer-oriented team is

backed up by technical representatives Larry Troyer and Curt Campbell (these guys have seen everything!) who are available for troubleshooting 24/7.

Duncan Aviation is an authorized service center for all the major manufacturers including Collins Radio, Honeywell, IDC/Kollsman, Cessna, AlliedSignal/Bendix/King Radio, JET/Goodrich, KGS Inverters, et al. The equipment list that our Autopilot team works on is long; too long to begin to list here. However, customers can check the list by logging on to our Component Services website at www.DuncanComponents.com.

To find out what Duncan Aviation's Autopilot team can do for you and your aircraft, please contact any Duncan Aviation Technical Representative or Customer Account Representative at 800.LOANERS (800.562.6377). *

We understand why they say "Handle Like Eggs"

Duncan Aviation works on so many gyros that two specialized teams are needed to satisfy customer demand in this area. Our Gyro I team includes 10 technicians with 76 years of experience. The Gyro II team includes 13 technicians with 119 years of experience. The two teams completed 2,316 gyros last year. Many members of both teams have extensive military experience, and several have degrees from electronic programs at technical schools. What's most important to customers however is the fact that Duncan Aviation mandates that each technician have a high degree of mechanical and electrical aptitude to work on delicate gyros.

One of the reasons Duncan Aviation is the place for *your* gyro is our unparalleled precision rotor work. Our rotor technicians won't stop working on your rotor until the manufacturer's recommended specifications are exceeded. Each manufacturer rotor-run-in procedure is different, but our four rotor technicians, two shifts and years of experience allow us to run rotors to ensure a quality product before they leave our facility.



To find out more about Duncan Aviation's gyro service, please contact any Duncan Aviation Technical Representative or Customer Account Representative at 800.LOANERS (800.562.6377) or log on to our Components Services website at www.DuncanComponents.com. *

Jessica Hall, Duncan Aviation rotor technician, balances a customer's gyro rotor. (Above)

Our Gyro I and Gyro II teams (pictured below) completed 2,316 gyros last year.



AVPAC Proves Profitable For This Customer

Dieter Griesel of Piper-Germany explains how a long-term relationship with AVPAC and Duncan Aviation has helped his business



“I have more than a business relationship with our partners in Lincoln – we are friends.”

– Dieter Griesel

Dieter Griesel has been involved with Aviation as a part of Piper-Germany for 32 years. As a young man with an interest in dealing with people and all things technical, he decided that Piper-Germany would be a perfect fit. He has been involved with the sales of aircraft parts, engines, electronics and accessories ever since.

Dieter has a son who moved from Calden, Germany, to Lincoln, Nebraska, several years ago. Dieter now enjoys visiting Lincoln to see his son and his family. But that isn't his only connection with the city.

Not long after Dieter began working with Piper-Germany, Wayne Matthes of AVPAC contacted him about the possibility of starting a consignment relationship. At the time, he declined, but kept in touch with Wayne. After many years and many

discussions with Wayne, Dieter decided that he could trust Wayne and AVPAC. He decided to try the consignment service. Dieter explains, “To give parts worth tens of thousands of dollars away for someone else to control was a difficult decision. But after a long discussion with Wayne, I made the decision to send parts that I could not sell in Germany to AVPAC.”

Wayne Matthes has since retired from AVPAC, but the tradition of the personal relationship continues between Dieter and Bob Tooker. As an AVPAC representative for nearly 20 years, Bob also understands that gaining the trust of clients is an important key to AVPAC's success. He says, “The customers have to feel that we are giving them the best deal possible. We pride ourselves in being honest and up-front and on building a long-term relationship with

each customer. Working with Dieter is like working with a close friend, even though we are very far apart geographically.”

This type of relationship and the trust that comes with it is one of the main reasons Dieter works with AVPAC. He says, “I have more than a business relationship with our partners in Lincoln — we are friends.”

After many years of working with AVPAC, Dieter remains happy with the success of his consignment inventory. In fact, AVPAC has been able to sell many parts that he absolutely could not sell in Germany. Dieter explains, “The German and the European market is very small in comparison to the U.S. market. AVPAC has the opportunity and ability to sell parts that we cannot sell.” He continued to say, “Over the years, I have enjoyed sharing in the profits of the sales of my consignment stock. I could not have generated this money in sales in Europe. It is

especially gratifying to work with such a great company as Duncan Aviation.”

When asked if he would recommend this service to others, Dieter enthusiastically replied, “If you have slow-moving parts in inventory, if your market doesn't give you a chance to sell certain items, if you are looking for a larger market, take your surplus inventory, put in a box and send it to AVPAC today. They offer a chance to profit from items you would otherwise scrap.”

Dieter finished by stating, “After many years of cooperation, I find AVPAC to be an excellent partner, serious and fair with everything.” *

“After many years of cooperation, I find AVPAC to be an excellent partner, serious and fair with everything.”

– Dieter Griesel

AVPAC and Duncan Aviation's Components Services employs more than 130 people in technical support, warehousing, avionics, instruments and accessory repair, shipping, administration and sales. The dedication and expertise of these individuals ensure that each customer receives top-notch service.

