

A publication of Duncan Aviation

Duncan Debrief

Spring 2017



Cover: "There's a great need in the industry for engineering and certification services, and we know Duncan Aviation's Engineering & Certification Team has the ability, experience and knowledge to help," says Michael Hill, Enterprise Manager of Engineering Services, pictured with Battle Creek's Engineering and Certifications Scheduler Melissa Boboltz.

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www.DuncanAviation.aero
Spring 2017
Duncan Debrief, a
customer magazine.

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Todd Duncan, with his godfather, long-time family friend and Duncan Aviation partner, Harry Barr. Harry originally bought this Piper Super Cub with Robert Duncan in 1974 for \$14,072. Paul Muhle restored it to its original glory in 2014.

Todd Duncan CHAIRMAN


While still in college, I started working for Duncan Aviation in the Aircraft Sales area. I was already a pilot and knew I loved to fly. I just wasn't sure I'd enjoy working full-time in aviation.

During that summer of 1989, I fell in love with aviation as a business when I sold my first aircraft, two Learjet 25Ds, and received my first commission check! They were beautiful airplanes that Duncan Aviation had taken on as inventory aircraft, and I found them perfect homes when I sold them to a company located in Toluca, Mexico. Before this sale, Duncan Aviation had a long-standing relationship with this customer and after the sale, the aircraft served them well for many years. We continue to support and work with their flight department today.

The business aviation industry is a truly global marketplace that relies on mutual respect and long-term relationships. Roughly 25% of Duncan Aviation's business is conducted with companies that own aircraft based outside of the United States. We have invested heavily in long-term support for these clients. Our parts team members are well-versed in international shipping requirements, we have an expert dedicated to cross-border transactions, we are authorized by more than 10 aviation authorities, and we recently added an aircraft sales team member to help customers in Europe, the Middle East and Africa sell and acquire business jets.

These investments are the direct results of us working with customers around the world who hold different views, life experiences, and beliefs. Yet, we find common ground and work together to overcome obstacles and create something better.

I not only see these qualities at Duncan Aviation, but throughout business aviation, including in my work as Vice Chair of the NBAA AMAC committee (the National Business Aviation Association's Associate Member Advisory Council). This committee works hard to further the interests of NBAA members worldwide who choose to keep their businesses competitive, responsive, and efficient through the use of business aircraft.

Thank you for your continued business. We look forward to your next visit. 

ALL FOR ONE AND ONE FOR ALL



On the Sunday night before Thanksgiving, Mark Tucker, Director of Aviation and Chief Pilot for WC Aviation, LLC, was flying into Centennial Airport (APA) in Denver, Colorado. The Honeywell TFE731 engines on his company's Falcon 50 aircraft were scheduled for major overhaul and a team of Duncan Aviation Engine Rapid Response Team (RRT) technicians were waiting for him to land to get started on the triple R&R. The event required a tight turntime due to the approaching holiday and an international trip scheduled to leave on Thanksgiving Day.

When Mark landed, he was greeted by a team of technicians who shook his hand, introduced themselves, and went to work.

"They swarmed the aircraft immediately and got down to business," says Mark. This was at 7 p.m., a time when most have already put in a full day at work and are headed home. "For


many people, when the 6 o'clock bell sounds signaling quitting time, they drop everything and leave. Not this team. They didn't hesitate and went straight to work. They stayed late to get it done and always had a great attitude."

When Mark left and went to dinner, the team was still hard at work. When he returned at 9 p.m., they had two of the three engines off. Within 36 hours, the aircraft was returned to service and ready to fly. Mark was very impressed with the amount of work done in a short period of time, along with the professionalism. And what made this even more impressive to Mark was that this Duncan Aviation RRT team had not worked together before, but performed as if they had been together for years. They knew what needed to be done, who was responsible for what, and were in constant communication with each other to keep things moving forward.

Only Brian Weathers and Eric Hanson were local from the APA shop. Aaron Hutton and Taurean Midgett work out of the Duncan Aviation RRT shops in the Northeast area, and Kevin Watrus was brought in from Seattle.

After the engine overhaul was complete, the post-CZI R&R was performed in Alton, Illinois, by yet another Duncan Aviation Engine RRT team. Mark witnessed the same great Duncan Aviation work ethic. "Another great group of guys," says Mark. "It may have been a completely different team, but it was the same level of professionalism and Duncan Aviation service."

This second team included Tyler Spurling, Rustin McCullough and Warren Wiatrek, all from Lincoln, Nebraska. Joining them was Kris Werth out of the Chicago RRT shop.


According to Mark, both teams were very customer-focused. "I know how difficult it is to find such great talent. They weren't there to just do a job. They were there to help. And I appreciate that." 

TYLER SPURLING

Tyler Spurling is an Engine Line Team Leader from Lincoln. He has worked with engine technicians from every Duncan Aviation Engine RRT location, and has traveled to all of the shops except for Seattle, Washington, and Atlanta, Georgia. But, he says, it is only a matter of time before he travels to those, too.

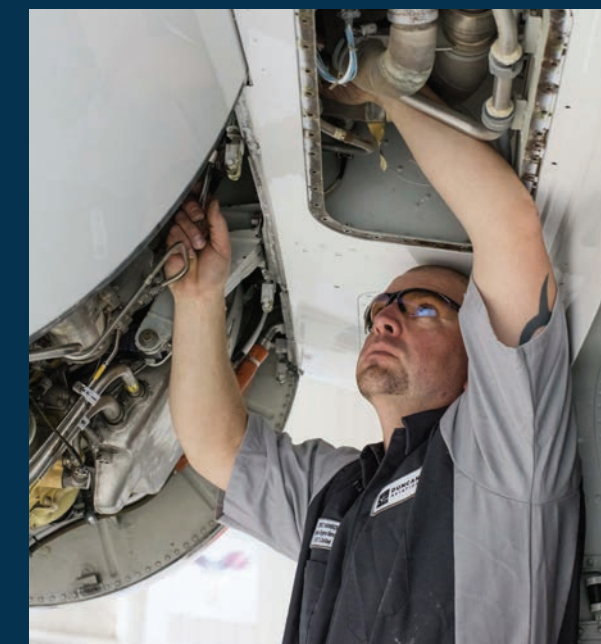
To meet customer needs and downtime requirements, it is not unusual for RRT members from several locations to travel and come together for an event.

Although Tyler may have the title of Team Leader, he says the responsibilities of the job are taken on by the whole team. "It doesn't matter who is on the assembled team. Everyone takes personal responsibility for their parts and together, we get it done." That includes the maintenance, paperwork, and quality assurance of the entire event.

"All of the RRT technicians have a great deal of experience," says Lanny Renshaw, Assistant Manager of Turbine Engine Services. "That makes it easy to put teams together that will be successful and get the job done." 




ERIC HANSON



After graduating from the Aviation Institute of Maintenance in Kansas City, Missouri, Eric Hanson went to work at Duncan Aviation in Lincoln, on the engine line. That was in 2004. Today, he is still elbow deep in aircraft engines, but has spent most of his time on the road working at several Duncan Aviation Engine Rapid Response Team (RRT) locations, including Denver, Dallas, and Fort Worth. He recently moved back to Denver in 2015.

"Being on the road, working with different technicians, locations, and leadership, is a good fit for me," says Eric. "I like to travel and this job allows me to do that. I have met some amazing people that I wouldn't have met otherwise." He went on to say that with each new change, he continues to learn, adding to his experience.

Being an RRT engine technician also adds to Eric's experience of working directly with customers. "I like being on the front line, working with customers first-hand. I'm able to ask them questions and develop a plan on how best to help," he says.

He likes being "on the hook" for a job from start to finish job, seeing it through until the end. "When there is no one between me and the customer, I am responsible for the whole job. It is very satisfying to be able to complete a job and send the customer away happy." 



Extending an Active Gulfstream's Useful Life



Duncan Aviation recently refurbished a 12-year-old Gulfstream G550, giving it a whole new interior, a new exterior paint scheme, and an upgraded CMS (Cabin Management System). During this refurbishment, we also performed scheduled maintenance to minimize the impact of the downtime for the client's flight schedule.

"Because of the reliability of Gulfstream aircraft, they continue to be dependable business tools, regardless of age," says Completions/Modification Sales Manager Nate Klenke. "This serial number was a top performer in our clients' fleet, so they decided to give it a facelift and keep it flying."

A New Interior

Duncan Aviation Lead Designer Rachael Weverka redesigned the interior, proposing an updated color scheme, all new soft goods (fabrics, seat upholstery, headliner fabrics) in the cabin, and a unique combination of natural veneers and colored accents.

The galley design features multi-colored finished surfaces coupled with high-gloss veneer finishes. The upper galley cabinets, for instance, were treated with a light cream color to coordinate with the headliner fabric.

Based on Rachael's designs, the production teams created sleek new drink rails and redesigned the PSUs (Passenger Service Units), adding veneer and plating to modernize the panels. Rachael grouped lights and gaspers into pods for each chair and added plated accents to the handrails.

The refurbishment also included remaking the front door in the galley from a sliding door to a drop-down





door. The door is now a single piece, and it pivots with hinges on each corner so it can be angled and rotated into a functional workspace!

During the project’s planning, the clients requested the new design be consistent with the rest of their fleet. With a very conservative budget, Rachael was able to incorporate stylized design elements using the existing panels and structure to develop a cabin environment that was spot-on with the clients’ request.

The seats pop with new French stitching (a double topstitch on top of the leather), and the extra detailing on the armrests and lower sidewalls was inspired by the stitching on the seats.

“We worked to modernize the materials, taking it from what was a bit standard and going a few steps beyond,” says Rachael. “The seats now have an ergonomic design, providing passengers with greater lumbar support, making the seats comfortable as well as attractive.”

Using two-toned leather for the drink rails made them more durable than if they’d been covered in fabric or veneer.

“We hand-tipped the leather to maintain a soft textural feeling,” says Rachael. “It helps give the lower sidewalls a bit of visual interest as opposed to a solid color.”

Great Entertainment

In addition to the newly painted exterior and company logos to match the fleet, the aircraft was the recipient of the first Honeywell Ovation CMS to be installed on a Gulfstream G550.

Whether passengers are looking for entertainment or a few quiet hours of productivity, the all-digital Honeywell Ovation CMS interfaces with a variety of carry-on devices (Smartphones, iPads,

laptop computers) and gives passengers a range of controls for maximum comfort.

Typically, the cabin monitors in a Gulfstream are inset in the windows. Instead, Rachael’s design included one flush-mounted, 22-inch monitor on the right-hand forward partition and one 19-inch monitor mounted aft on the sidewall over the credenza.

The materials and designs used throughout the galley and cabin were carried into the lav, including the colored accents on the cabinets.

After nearly two years of planning and preparation, our client brought the G550 to Lincoln in June 2016, and we delivered the completed aircraft on budget in September 2016. A client representative was on-site while the aircraft was here, and as part of the team, the representative attended the daily team meetings, was involved in day-to-day decisions, and had access to every Duncan Aviation team member who touched the aircraft.

“We like to partner with our clients on these complex projects and be transparent throughout the entire process,” says Nate, “This is an example of how Duncan Aviation supports operators through the entire life of the aircraft. Rene Cardona, one of Duncan Aviation’s Aircraft Sales Representatives, helped the customer buy the aircraft 12 years ago and now we have helped extend its usefulness in a very active fight department.”

Interiors Reflect Owners’ Personalities

In the 6 years that Lead Designer Rachael Weverka has been designing aircraft interiors at Duncan Aviation, she’s noticed a shift. In 2010, her customers were concerned about the resale value of their aircraft, and that translated into fairly conservative designs.

Although they were elegant and professional, the interiors featured muted colors, and there were few personal touches. In the relatively small business aviation market, an interior with the vibrant colors of an owner’s favorite sports team, for instance, wouldn’t have had wide appeal. Only rarely did companies put their logos on the aircraft, inside or out.

“Now, owners want their interiors to reflect their personalities,” says Rachael. “The custom designs involve colors, fabrics, and textures we haven’t often used in aircraft interiors. It’s been fun to be part of this shift.”

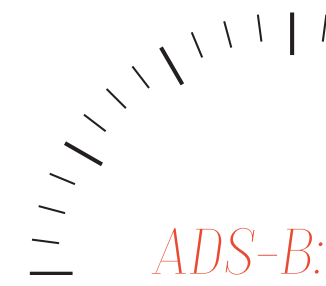
Recently, Rachael has designed seats that match the colors, fabrics, and styling of a customer’s sports car, and she’s currently incorporating gold-toned snakeskin fabric in another interior.

“It’s been fun to be part of this shift.”





"IT WAS ALL ON TIME AND ON BUDGET, AND EVERYTHING WORKS! THAT'S WHY I'VE DONE BUSINESS WITH THE LAS VEGAS SATELLITE SHOP SINCE IT OPENED IN 1995 ... EVERYTHING WORKS AS ADVERTISED, JUST LIKE EVERYTHING DUNCAN AVIATION DOES."
- LYN JOHNSON, DIRECTOR OF MAINTENANCE, GAUGHAN FLYING



ON TIME & ON BUDGET

VISIT OUR ADS-B NOW PAGE:
WWW.DUNCANAVIATION.AERO/ADSB
FOR ADS-B VIDEOS AND INFORMATION.

"This upgrade and installation could not have gone better," says Jack. "It went off perfectly, and we delivered on time, too."

RELATIONSHIPS THAT MEAN BUSINESS

In addition to his relationship with the Las Vegas shop, Lyn has been friends with Duncan Aviation's Engine Tech Rep Bill Walker from Battle Creek, Michigan, for nearly 15 years. Bill worked on Lyn's engines prior to coming to Duncan Aviation. Lyn considers Bill a CF34 guru, and Bill continues to do the engine work for the Challenger 850 SE.

In early 2017, Bill and two Engine Techs, Team Leader Jeff Lowery and Tech David Cordova from the Scottsdale, Arizona, Rapid Response Team performed a borescope on the Challenger's CF34s, also in its own hangar in Las Vegas.

Bill is always happy to get together with Lyn to talk and work on the Challenger's engines.

"Lyn is a mechanic's mechanic. He's one of those guys who has encyclopedic knowledge of aviation; he has an answer for everything. He's a great guy who's been in aviation long enough that he's seen it all, and he takes it all in stride," says Bill. "Running a flight department and managing a big jet is a challenge, and Lyn does it with ease. He compliments the owner of the aircraft all the time, and he knows he's been fortunate."

One of the other things Bill appreciates about Lyn is that he's generous with his time and knowledge. There was a young man named Jeff who's a student in an aviation program at a school in Las Vegas. While Bill was there for the borescope, Lyn let Jeff shadow them and get some hands-on experience working on a big-cabin corporate jet.

"What I'm trying to say is that 29 years working for the same person in a corporate flight department is a huge testament to not only what kind of guy Lyn is but also to the kind of guys the owner and flight crew members are, as well," says Bill.

Lyn Johnson, who has been the Director of Maintenance for Gaughan Flying in Las Vegas for 29 years, downs his Challenger 850 SE only once each year for maintenance. For convenience, and to get the best prices, he decided to complete all of the FAA's mandated ADS-B upgrades during a three-week period last fall.

"Prices will go up, so we decided not to wait," says Lyn.

The skilled avionics technicians at the Duncan Aviation Las Vegas, Nevada, Satellite Avionics shop performed an industry first in the United States last fall when they installed ADS-B Out avionics equipment on the Challenger 850 SE. The Las Vegas shop upgraded the displays, GPS sensors, and software in the cockpit before upgrading the Rockwell Collins TDR-94D transponder, bringing the aircraft into compliance with the FAA's ADS-B Out mandate deadline of January 1, 2020.

"It was all on time and on budget, and everything works!" says Lyn. "That's why I've done business with the Duncan Aviation Las Vegas Satellite shop since it opened in 1995, and that's why I'll continue to go back. Everything works as advertised, just like everything Duncan Aviation does."

Las Vegas Satellite Manager Jack Robbins, who had planned a Caribbean vacation months earlier, set up an impromptu office on the island. During the week he was gone, he continued to correspond with Lyn, the techs at the Las Vegas shop, and the DME (Distance Measuring Equipment) bench technicians in Lincoln, Nebraska.



LYN JOHNSON (LEFT), DOM, GAUGHAN FLYING, AND JACK ROBBINS, DUNCAN AVIATION-LAS VEGAS SATELLITE MANAGER

ENGINE TECH REP BILL WALKER

Lyn Johnson and Bill Walker have been friends for years. Before coming to work at Duncan Aviation in 2004, Bill was an engine mechanic for a company near his home in Granite City, Illinois, where Lyn took his Challenger for maintenance. After moving to Duncan Aviation as an Engine Tech Rep, Lyn and Bill have maintained contact and their professional friendship.

Living roughly 450 miles from where he grew up, Bill knows exactly how long it takes him to get back home: Six and a half hours by car, and seven by motorcycle. Bill's mom, twin brother Ray, younger brother, four kids, and six grandchildren all still live in the St. Louis area, and he can't visit as often as he'd like, but FaceTime and emails help.

"I love my kids, but I'm all smiles when it comes to my grandkids," says Bill.

Bill started his aviation career in the United States Air Force in 1979. He did the FTD (Field Detachment Training) on the CF34 (TF34 in the Air Force) in the early 1980s, and he transitioned to civilian aviation, working on corporate aircraft, in 1996.





JEFF AMAN

KANSAS CITY AVIONICS SATELLITE SHOP MANAGER

© APA

MKC ©

“Opportunity for growth at Duncan Aviation is unsurpassed in the industry,” says Jeff, Manager of the Duncan Aviation’s Kansas City, Missouri, Satellite Avionics shop.

In his 17 years at Duncan Aviation, Jeff has pursued some of those opportunities. With his A&P license from Colorado Aerotech, Jeff started as an Avionics Tech at the Denver, Colorado, Satellite shop in 1995. Shortly after Matt Nelson, now Manager of Satellite Operations, took over the Denver Shop, he asked Jeff to open a shop at JeffCo Airport. In 2002, under Matt’s supervision, Jeff did.

Jeff then moved to the Scottsdale, Arizona, Satellite shop where he worked for Manager Jim Davis, and in 2011, Jeff began managing the Kansas City and St. Louis Satellite shops.

“Seeing managers run their shops helped me develop my own skills,” says Jeff. “I keep those lessons in mind as my team and I work through challenges and strive to serve customers in the true spirit of Duncan Aviation, with the backing of decades of company knowledge and experience from team members around the world.”



DUNCAN AVIATION SATELLITE SHOPS DO ADS-B

NOW

During the last several years, Duncan Aviation took the lead in the aviation industry and held dozens of free seminars explaining the ADS-B (Automatic Dependent Surveillance-Broadcast) mandate.

Now, Duncan Aviation has once again taken the lead to get the word out about the urgency of installing ADS-B in your aircraft well before the January 1, 2020, deadline.

ADS-B BY THE NUMBERS

The math doesn’t favor general aviation operators who wait. Estimates put the number of aircraft that need modification in the many thousands. In the remaining 30 months, operators will need to schedule hangar space at shops with qualified, experienced avionics technicians who have access to STCs (Supplemental Type Certificates), SBs (Service Bulletins), and pairing data.

Duncan Aviation has a network of 26 Satellite Avionics shops and work-away stations located at the busiest airports in the United States. The shops have knowledgeable, experienced avionics technicians who have already brought hundreds of aircraft into compliance with the ADS-B mandate.

“In the last two years, we’ve upgraded close to 300 aircraft of all makes and models,” says Matt Nelson, Manager of Satellite Operations. “Because the techs at our Satellite Avionics shops have done these installations, and they currently have hangar capacity,

“Everyone in the industry seems to be putting off the upgrades,” says Ed Hillman, DOM for two Citations. “In our opinion, there’ll be a rush of operators trying to get their aircraft in compliance at the last minute. There won’t be hangar space or enough qualified technicians available.”

we’re encouraging our customers to contact the Satellite nearest their home hangar and schedule a time slot.”

SATELLITE SHOPS BUSY WITH ADS-B REQUESTS

In Van Nuys, Manager Tony Russo and his team completed FANS (Future Air Navigation Systems) and ADS-B on several business aviation aircraft in the last year, as well as on two 727s and an MD-87. The team is currently installing FANS (Future Air Navigation System), ADS-B, SwiftBroadband with Wi-Fi, TCAS 7.1 (Traffic Collision Avoidance System), and an Airshow system in a 737-200.

“Our customers are taking a serious look at their aircraft and fleets, requesting quotes, and determining a good time to put their aircraft down for these upgrades,” says Tony. “To meet the ADS-B mandate, aircraft must have WAAS-compliant GPS sensors and upgraded transponders. Each aircraft is a little different, and that’s what we’re here for—to help you determine what you need.”

The Duncan Aviation Houston Satellite Shop recently completed two ADS-B upgrades on Citation 560s using a Duncan Aviation-owned STC.

“Those installations were flawless; we didn’t have a single issue,” says Houston Manager Mark Winter. “We also delivered a Challenger 601 in January, with FANS 1/A and ADS-B Out, also using a Duncan Aviation STC.”

The Challenger had WAAS (Wide Area Augmentation System)/LPV (Localizer Performance with Vertical Guidance), and the Houston shop sent the transponder to the DME (Distance Measuring Equipment) bench in Lincoln, Nebraska, for the upgrades.

“We’re encouraging our customers to book their aircraft now,” says Mark. “We have some capacity left in 2017, and with the average downtime right around 2 weeks, we can realistically do two of these a month.”



The Satellite shop in Kansas City, Missouri, recently upgraded a G150 for ADS-B. The Lincoln DME bench upgraded those transponders, too, and the KC shop installed a fail annunciator and the interfacing for the transponders to the GPS. That customer already had the WAAS sensors, so they finished the upgrade in 6 days, delivering ahead of schedule.

DUNCAN AVIATION’S ADS-B SLOT PROGRAM

“The ADS-B mandate has presented the business aviation community with some challenges, but our Satellite network has stepped up to help our customers get their aircraft in compliance,” says Matt Nelson. “The Duncan Aviation slot program allocates two spots per satellite per month for ADS-B upgrades. This program holds a confirmed date and hangar space. Operators can call now to reserve the spots for 2018 and 2019 and throughout the rest of 2017.”

RISK WAITING & FIND YOURSELF



AOG



DEALING WITH
SCHEDULING
CONFLICTS



PAYING
HIGHER
PRICES

RYAN DEVALL (RIGHT) WITH AIRFRAME MECHANIC BYLSAN GALDEMEZ

MYDUNCAN

IS A VITAL COMMUNICATION TOOL



Ryan DeVall, an IT Project Manager with Duncan Aviation, has been on the myDuncan development team since its inception. He has seen the portal evolve from a system to eliminate paper processing and faxes/emails to a communication system that has had a profound effect on the customer experience.

“Our goal is to make the customer’s job easier by providing real-time information and making relevant data more accessible,” Ryan says. “Now that customers have seen some of the things that are possible, they’re more likely to provide feedback on what else they would like.”

This feedback is used by the myDuncan development team, which is led by Ryan and dedicated to the continual improvement of the myDuncan portal.

“It has taken the work of many throughout Duncan Aviation to get myDuncan to where it is today,” Ryan continues. “And we are continuing to add the functionality that will make the tool even more useful.”

A little more than 10 years ago, a team of Duncan Aviation project managers and computer programmers had a vision for a communication tool that would help them provide even better customer service and more efficient approvals and keep everyone involved in a complicated multi-shop aircraft project up-to-date. The result, which launched in September 2006, was myDuncan, a web-based portal that allows customers greater access and better control of their projects from anywhere in the world.

myDuncan has been a phenomenal success. It is available to all Duncan Aviation customers with aircraft onsite for airframe, avionics, and engine projects. They can also manage send-in repairs

with Component Status Tracking. Nearly all customers transform their computers and mobile devices into “virtual offices” to manage their aircraft projects whether they stay with their aircraft or not. And many travel back to their home bases.

Of the 2,343 aircraft projects delivered in 2016, more than half were managed off-site, allowing the aircraft representatives to stay current on project status, item approvals, and budget while keeping up on things at work and at home.

A VITAL CUSTOMER TOOL

Jose Mauro Vilela, Chief of Maintenance for a major holding company in South America, has been a Duncan Aviation customer for 9 years. In the beginning, Vilela admits he remained with the aircraft for weeks during those first inspections. Now, he is only onsite at Duncan Aviation to input the aircraft and go over the scope of the project, and then again during the final week for delivery.

Because of his relationship and trust in his project manager and the rest of the Duncan Aviation team, and the fact that he can communicate and watch the project through myDuncan, he doesn’t feel he needs to be onsite throughout the entire inspection. “Duncan Aviation has earned our trust. We believe in the company. They know us. We know them.”

Through myDuncan, customers receive email alerts, job status reports, and updates from their project managers with hour and

MYDUNCAN IS THE BEST WAY TO MANAGE, CONTROL, COMMUNICATE AND RECORD ALL OF MY AIRCRAFT PROJECT EVENTS. IN THE END, MY INVOICE IS NOT A SURPRISE BECAUSE OF THE REAL-TIME APPROVED WORK AND PROGRESSION CHART. DUNCAN AVIATION PROVIDES A GREAT MAINTENANCE EXPERIENCE.

- FABIO MORITZ, LEGACY OPERATOR

cost estimates for all phases of the project. They are kept aware of items that need attention and approval and are able to view and comment on reports and photos. myDuncan works on any mobile device, which fits in well with today’s instant-access, mobile world.

“It makes the squawk approval process seamless,” says Wesley Landgraf, Director of Maintenance for Midland Financial Co. “I can be on the hangar floor, in the office, or at home and see all discrepancies on the aircraft. If I have questions on a certain item, I can submit a question through myDuncan and receive written responses or pictures to better display the issue.”

Customers with a Duncan Aviation facility close to their home offices find it indispensable as well.

“We use myDuncan whenever we have a major maintenance event going on,” says Greg Hamelink, Senior Manager of Flight Operations and Maintenance for a fleet of aircraft. “Even though we are only 20 minutes away from the Duncan Aviation facility in Battle Creek (Michigan), it’s still nice to be able to monitor and approve items remotely. It’s a great communication tool and a great way to keep track of the status/cost of your aircraft maintenance event.”

AN EVOLVING TOOL

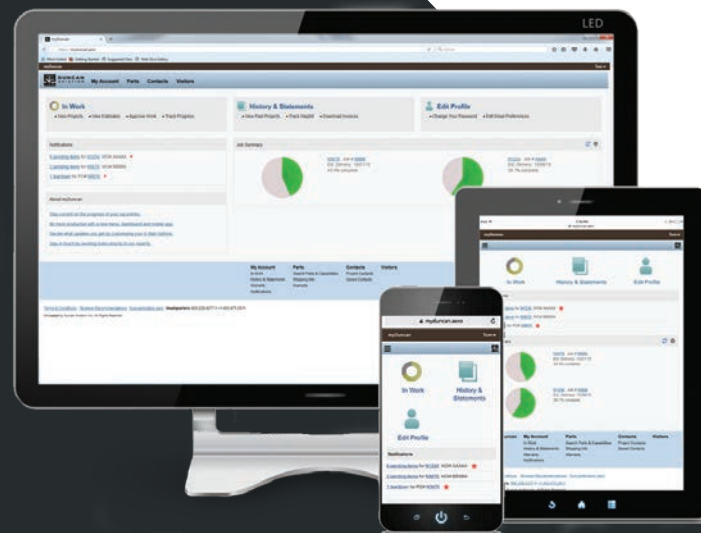
Since the myDuncan introduction, we have asked customers for suggestions, and the system has evolved with additional features to improve the customer experience.

Electronic logbook entry was added in early 2016. While inspectors are filling out logbook entries, customers can view them in real-time, broken down by airframe or engine.

So far in 2017, features were added to myDuncan logbook entries so customers can better track what they have reviewed. And a flowchart/calendar feature now gives a workflow schedule with the ability to track and visualize project milestones.

Also released in 2017 is a quote review and approval feature that will allow customers to see sales quotes through myDuncan, including the option to compare quotes, request schedules, and approve agreements.

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



WWW.DUNCANAVIATION.AERO/MYDUNCAN



IN A WORD:

TRANSFORMATIVE!

Last fall, Duncan Aviation's Interior Team in Battle Creek, Michigan, transformed the dated interior of an older charter jet. The new owner, a first-time Duncan Aviation customer, liked the Challenger's size and flight range and thought the interior configuration would meet his needs with some minor tweaks.

Scott Fitzgerald, the owner's representative, called Completions and Modifications Sales Rep Adam Bruce, and they had a month of conversations that resulted in a quote for a new paint job and partial interior refurbishment.

"I reached out to Duncan Aviation initially for a quote on paint and interior based on their reputation as one of the top paint shops in the industry," says Scott.

With preliminary quotes in hand, Duncan Aviation Multimedia Illustrator Ken Reita and Adam flew to Miami, Florida, for a personal visit to show the customer design options. After seeing the designs, the customer opted for an interior makeover.

"Once we decided to completely renovate the interior, it was helpful to have Duncan Aviation's team fly to Miami with suitcases of materials to choose from. The result of this early collaboration is a truly unique, custom airplane," says Scott.

BEFORE . . . AND AFTER

The customer arrived several weeks before the aircraft's test flight. He wanted to have a look at the paint, which was in its final stages.

"As he and his assistant walked around the plane, their excitement grew," says Adam. "They hadn't seen the aircraft in person, yet, and he was dying to see the new interior."

The plating throughout the interior is all chrome now, and there are orange accents in the custom carpet. Adam says the new, hand-finished wood is probably the most impressive change.

"As the picture demonstrates, the former wood was dark and pretty beat up, and we replaced it

BEFORE



with a light beige wood with graphite striations through it," says Adam. "With its high gloss, you can see gold and silver mineral deposits in the wood. It's just beautiful how the flecks shine when the light hits the brilliant finish."

The seats are fresh and attractive with their new, single-toned leather. Replacing the dingy leather on the divan is a new plush, light-colored fabric that has softened the interior. Orange pillows add a splash of accent color and help draw out the subtle orange threads in the carpet.

"The owner didn't shy away from contemporary styling—colors, textures, and materials," says Adam. "He had a unique color palette and knew exactly what he wanted. Although he selected textures and hues that are somewhat unconventional for a business jet, it's not a radical design."

Another unique feature the owner selected was quartz countertops in place of the usual Corian. Featuring the same low-maintenance and durability of Corian, the quartz (light beige with high-res metal flakes) countertop has the beauty and shine of polished granite but is scratch and stain resistant.

KEEPING IT QUIET

Another concern the owner had was the noise level in the cabin. He says he can't talk comfortably in his other aircraft, and he wanted to ensure he would be able to in the Challenger. To accomplish that, Adam contacted Tanya Morris from Skandia, Inc. Tanya went on two test flights, and she recommended new sound-dampening insulation.

"We augmented the sound-proofing package and dropped the noise level 3 decibels," says Adam. "Tanya performed sound tests in the lav, cabin, and entrance, and she prepared a report for the owner, showing the lower sound levels."

Although Duncan Aviation team members take pleasure in all of our varied projects, because of the level of customization here, everyone—from the sales team to the designers, and the Interior and Fabrications teams to the Paint Shop—truly enjoyed working on this unique aircraft refurbishment.

"The Duncan Aviation team was a pleasure to work with from start to finish," says Scott. "They were very accommodating and willing to adapt to our changes throughout the term of the project."

DESIGNER KEN REITA

Ken considered the customer's location, where bright hues are prevalent, when pulling together a color palette for the project.

"Miami is a city of great light, colors, and energy. As a designer in the world of corporate aviation where neutrals are the norm, it's always an exciting opportunity to bring in a splash of color," says Ken. "As we visited the client's office with its bright orange Terrazzo flooring and brushed chrome accents, it had us imagining the possibilities! And as we found out later, the client was right on board."



INNOVATION NECESSITIES

THE PRIMARY DRIVING
FORCE FOR MOST NEW
INVENTIONS IS NEED.

Duncan Aviation technicians are some of the most forward-thinking aviation professionals. Their desire to make their work environment safer, time more efficient, and provide a better service has produced tooling, fixtures and maintenance procedures that have fulfilled some very real needs.

Here are three examples of how this innovation affects work for Duncan Aviation customers and team members.



FALCON TAIL DOCK

FALCON TAIL DOCKS

During the C-inspections on Falcon aircraft, technicians are lifted to the highest point of the vertical stabilizer by a boom lift. Although the lift provides the necessary height, it is often difficult to get close enough to the aircraft without causing damage to the structure or leaning outside of the basket, causing a safety concern. Even when technicians wear the required fall protection equipment, it can be a safety issue.

The Falcon tail dock is a scaffolding structure with a large platform and hand railings that surrounds the tail section of the aircraft. Technicians are not required to wear fall protection while on

the platform, making it easier to comply with inspections, especially when they don't have to continually reposition lifts. It increases safety and efficiency by allowing the technicians to move about the platform freely with no restraints, the same as if they were working directly on the floor.

Built-in storage reduces the possibility of damage to aircraft components and increases work space around the aircraft. When flight controls and other components are removed during the inspection process, they are stored on the tail dock itself, keeping them off the working platform.

"Operators love seeing the tail dock used on their aircraft," says Dale Taylor, Duncan Aviation Falcon Airframe Team Leader in Battle Creek, Michigan. "We took a Director of Maintenance and Aircraft

Crew Chief up on it and showed them around. They were excited and stayed up there for almost an hour."

FALCON SCREW BOARDS

There are 1,500 plank screws in the wings of a Falcon 900 aircraft, and 2,100 in the wings of a Falcon 7X. Every time a plank needs to be removed for inspection, all screws must come out, get cleaned, and replaced in their original positions. The whole process is labor-intensive and used to take the Duncan Aviation Fuel Team more than 40 labor hours to complete.

The team spent hours manually preparing sheets of cardboard to match the unique screw patterns of each plank section. Every time a plank needed to come off, new cardboard sections would be prepared. Each screw was then cleaned individually with a hand tool to remove the sealant.

Born out of the frustration of doing the same activity over and over again for hours at a time, a set of aluminum screw boards was fabricated for each Falcon aircraft model, eliminating hours of prep time.

The largest reduction of labor hours was realized during the cleaning phase. After much discussion, research and testing, a stainless steel tank was purchased to submerge the boards in solvent. After soaking for a couple of nights and being rinsed with water, the screws come out looking like new.

The boards and soaking tank took what was once a 40+ labor hour job down to three hours. Now, operators down for fuel leaks or a fuel tank inspection can potentially be back in the air in a matter of days.

LANDING GEAR FIXTURE

Every week, Duncan Aviation Falcon teams located at our full-service facilities in Battle Creek and Lincoln, Nebraska, remove and install the main and nose landing gear assemblies on Falcon aircraft in their hangars. Each gear is quite heavy, difficult to maneuver, and requires multiple technicians to lift into position.

It takes no fewer than four technicians to install: one on each axle, one guiding the trunnion into the ball-joint bearing, and another to help stabilize the weight. The gear is a bit awkward to handle and must approach the bearing at the correct angle in order to seat the gear trunnion correctly into the bearing. There is a lot of communication during the process to install the gear without damaging the trunnion. The trunnion is plated with chrome and, if damaged, can cost up to \$130,000 to replace, with an extended downtime.

Five years ago, Duncan Aviation technicians and an outside engineering consultant began discussing how to make gear installation safer and easier with the goals of reducing the potential damage to the trunnion, reducing physical injury to our technicians, and working more efficiently. The result is a one-of-a-kind hydraulic lift that bears the weight of the gear as it is guided into place at the correct angle. It only requires two technicians to operate and since it has been in service at both locations, there have been no instances of technician injury or damage to the landing gear. 🛠️

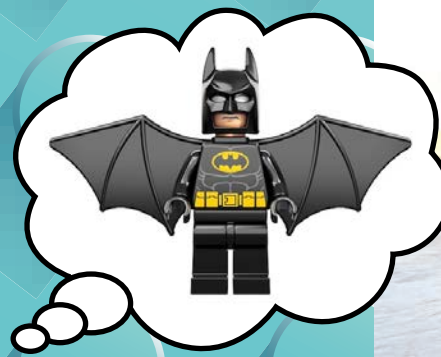
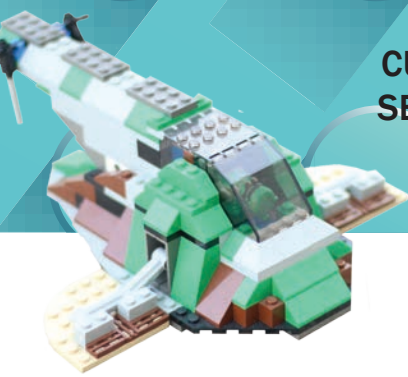
INCREASES SAFETY AND EFFICIENCY

THE FALCON TAIL DOCK ALLOWS TECHNICIANS TO MOVE ABOUT THE PLATFORM FREELY WITH NO RESTRAINTS, THE SAME AS IF THEY WERE WORKING DIRECTLY ON THE FLOOR.



FALCON
SCREW BOARD

“THIS TEAM WILL WORK EXCLUSIVELY ON PROJECTS FOR CUSTOMERS THROUGHOUT THE AVIATION INDUSTRY, WHILE OUR CURRENT ENGINEERING TEAM CONTINUES TO SERVE DUNCAN AVIATION CORE CUSTOMERS.”
SHAWN CARRAHER, CERTIFICATIONS PROGRAM MANAGER



ENGINEERING & CERTIFICATION FOR HIRE

Duncan Aviation’s highly regarded Engineering & Certification Services department has established a new team of professionals who are available for projects throughout the aerospace industry. Our team members have always been available to assist other companies on an as-needed basis. This team of experienced professionals is dedicated solely to supporting external requests for engineering and certification.

Certification Coordinator Aaron Lane, with nearly 17 years of experience at Duncan Aviation, will manage the projects and provide direction and guidance for the team.

“I’m looking forward to directing our focus outward and engaging with even more industry players from around the globe. Duncan Aviation has years of experience getting things done for our customers, and we intend to leverage this new team to its fullest,” says Aaron. “From the cabin to the cockpit, from components to systems, we have what it takes to provide intelligent engineering and certification services to the industry at large.”

Collectively, this new team has more than 50 years of engineering and certification experience. In



the last four years, the Engineering & Certification team at Duncan Aviation has completed 11 new and amended STCs for external customers, with two additional in progress, and there are more than a dozen new proposals for STCs (Supplemental Type Certificates) in the initial stages.

SHAWN CARRAHER

Duncan Aviation’s Manager of Certification Services, Shawn Carraher, oversees the APT (Alterations Planning Team), Engineering Schedulers, and the new team dedicated to Engineering & Certification projects solely for external customers.

Among his many passions as a child—reading, movies, and LEGOs—Shawn believes his interest in LEGOs and Star Wars put him on the path to engineering. He has seen the 1977 Star Wars movie (Episode IV) at least 80 times, and has seen all eight movies at least three times (some of them many more times than that).

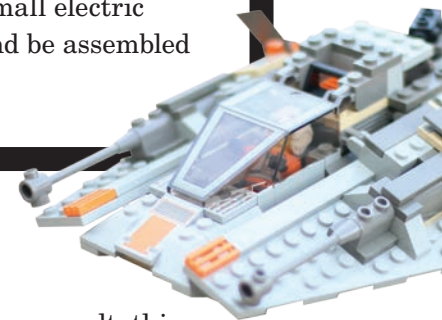
“I even used LEGOs for a college project,” says Shawn. “We had to transfer two ping pong balls and a golf ball 20 feet in the fastest time possible. We had a small electric motor and a AA battery; all our materials had to fit within a shoe box and be assembled as part of the time trial, so using LEGOs made perfect sense.”

With an exemplary history of safety and compliance, our Engineering & Certification team members have worked on aircraft systems and structures and approved design changes for interiors/airframe modifications and system installations and upgrades for more than 20 years. This experience allows members of this new team to recognize, manage, and mitigate risks for clients.

“As time and personnel have allowed, we’ve helped other companies work through certification issues and develop STCs,” says Shawn Carraher, Manager of Certification Programs in Lincoln, Nebraska. “Now, though, increased demand throughout the aerospace industry has shown a greater need for qualified engineering and

certification professionals. As a result, this team will work exclusively on projects for customers throughout the aviation industry, while our current Engineering team continues to serve Duncan Aviation’s core customers.”

“There’s a great need in the industry for engineering and certification services, and we are in a position to help fill that gap,” says Michael Hill, Enterprise Manager of Engineering Services. “Call it altruism if you will, but we see a need in the industry, and we know Duncan Aviation’s Engineering & Certification Team has the ability, experience and knowledge to help. We feel that by helping the industry, we’re also helping our customers.”



WE BRING IT. EVERY DAY. FOR YOU.


There are very few, if any, business aircraft brokers who provide more comprehensive aircraft consignment and acquisition services than Duncan Aviation.

Since the purchase of their very first Falcon 50 and every business aircraft since, Samaritan's Purse has turned to Duncan Aviation with the care and maintenance to keep them airworthy and flying.

So when their charitable work began to require international travel, Jeff Sanders, Samaritan's DOM, turned to Bob McCammon, Duncan Aviation Aircraft Sales Rep, to find them the right aircraft to fit their needs.

"I don't just trust Bob because he works for Duncan Aviation. I trust Bob because he tells me what I need to know and not what he thinks I want to hear," says Jeff.

It is Bob's up-front nature and sincerity that Jeff appreciates most. "He won't recommend more of an aircraft than I need. And he will take the time to explain why so I understand."

Jeff has learned much just by being a Duncan Aviation customer. "I go out of my way to listen to the subject-matter experts, whether it is the technician on the floor, my Project Manager, or Bob. They all have something to offer that I can learn from." 


TRUST Bob McCammon



As business aircraft get larger, fly further, and are in greater demand, the aircraft resale market has gone global with more being sold to companies outside of the US. Although English is widely spoken in the industry, many operators interested in purchasing an aircraft are more comfortable doing business with a broker who can speak their language.

"Being able to speak another language expands the market potential of an aircraft, to the benefit of our clients," says Rene Cardona, Duncan Aviation Aircraft Sales Representative.

Rene was recently contacted by a South American pilot interested in a listed Gulfstream G450. Fluent in Spanish, Rene met the pilot in Ft. Lauderdale, Florida, and within days was negotiating a sales transaction between three principals representing three international companies, while communicating in two languages. The new owners took possession of the G450 within the month. Impressed with how he handled the entire transaction, they then contracted Rene to broker the sale of their Gulfstream G200.

Most of Rene's aircraft transactions are conducted in English and in the US, but he says this is just one example of what speaking the language can do. It's also an example of what the name Duncan Aviation can do. 

SPEAKING THE LANGUAGE Rene Cardona




DETAILS Doug Roth

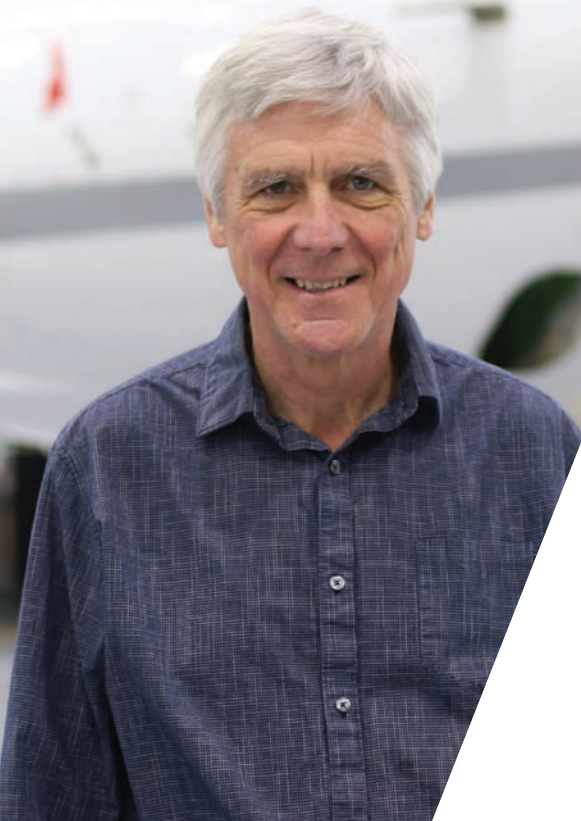
ConAgra's Senior Director of Aviation, Kevin Nichols, needed to reduce the company's fleet by two Learjet 45 aircraft. In a tough market already saturated with plenty of offerings, he wanted his aircraft positioned to stand out and above the crowd.

"There are a lot of details that go into getting an aircraft listed on the market," says Kevin. "It isn't as simple as buying an ad and hoping for the best." Doug Roth, Duncan Aviation Aircraft Sales Rep, helped him cut through the noise to get noticed.

Doug took the time and laid the groundwork before he listed ConAgra's aircraft. With a survey of the current market, he quickly dissected the information and went to work differentiating their aircraft. "He pointed out things that our aircraft had that others didn't. By doing this ahead of the listing, he had our aircraft positioned correctly when they hit the market," says Kevin.

Doug reached out to his professional contacts and relationships in the broker world and to potential buyers. He made phone calls, sent emails, and did what was necessary to get the word out.

"I trusted Doug completely during the whole process," Kevin says. He's an expert in marketing business aircraft and knows how to generate interest toward the eventual sale. And he did sell, both." 



EXPERTISE Doug Kvassay


Since 2015, Michael J. Nalepa, Director of Flight Operations and Captain for BNY Mellon, has turned to Duncan Aviation Aircraft Sales Rep Doug Kvassay to assist in the buying and selling of seven aircraft.

Although Michael has access to a smart legal team, his company likes and appreciates the counsel of experts.

"Duncan Aviation has always been a fair organization to deal with, and there's a component built into every transaction, and that trust has to be there. We constantly challenge Duncan Aviation with price and time, and we always trust that we're getting a fair deal."

In 2015, BNY Mellon challenged Doug again to arrange LKE (Like-Kind Exchanges) for two of the company's aging Falcon 900s to occur simultaneously with the purchase of two Falcon 2000LXS aircraft.

Despite a poor market that favored the buyer, Doug played a critical role. His expertise, experience and customer focus held both deals together and all parties felt comfortable with the outcome.

"He walked that tightrope with grace and dignity and always represented our best interests," Michael says. "That's why I continue to come back to Doug Kvassay and Duncan Aviation." 





SUSAN MASEK

“WHEN WE THINK OF DUNCAN AVIATION, WE THINK OF SUSAN. FOR US, SHE IS DUNCAN AVIATION.”

MEREDITH DALOUD,
TRINITY AVIATION

When Meredith Daoud has a customer in search of aircraft parts, her first phone call is to Susan Masek. “She is extremely knowledgeable,” Meredith says. “I trust all the information she provides and if she doesn’t have the answers right away, she’ll research it and call us back. Her customer service is first-rate.”



TRADING PLACES

“BE KIND. THE PERSON YOU HELP TODAY MAY TURN OUT TO BE THE PERSON YOU NEED TOMORROW.”

In 1997, Susan Masek was calling on aircraft parts brokers to locate parts in support of Duncan Aviation’s in-house aircraft maintenance customers. Every day she picked up her phone and attempted to locate the units on her list.

While searching, Susan often called the same brokers again and again. Over time, she learned who she could rely on to find what she needed. Susan’s first phone call was always to Meredith Daoud, who, at the time, worked for an aircraft parts broker in California.

“I knew Meredith had hundreds of customers, OEMs, FBOs, other MROs, and aircraft management companies. But when I called her, I always felt like I was the only one she was helping that day,” says Susan. “She was the best at customer service and nearly always delivered what I needed.”

MAKING CHANGES

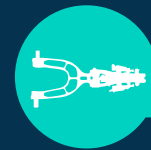
In 2005, Meredith and her husband Jerry stepped out on faith, moving to McKinney, Texas, and starting their own parts brokerage business—Trinity Aviation.

And because Susan wasn’t the only customer who thought Meredith was exceptional at her job, when Trinity opened for business, many of Meredith’s former customers became Trinity customers. “I work hard to build relationships,” says Meredith. “I want to get to know clients beyond the transaction. People appreciate that and respond.”

At about the same time, Susan was in the middle of her own transition at Duncan Aviation, leaving the maintenance side and joining Duncan Aviation’s Parts & Rotables Sales team. Instead of purchasing parts, it was now her responsibility to locate and sell aircraft parts, instruments, and components. Guess who called?

Meredith knew from the beginning that she would be relying heavily on Duncan Aviation to help her fulfill the needs of Trinity Aviation’s customers. On one of her first calls to Duncan Aviation, by chance, she was connected to a new Parts Sales Rep, and an old friend.

Thirteen years later, the relationship between Trinity Aviation and Duncan Aviation is a strong one, connected by a professional friendship between Meredith and Susan.



DON'T LET JUST ANYONE HAVE A LOOK AT YOUR LEGS!

XOJET is a leader in private jet travel that is personal, flexible, and on-demand. Headquartered in Brisbane, California, the company operates a fleet that includes Bombardier Challenger 300 and Cessna Citation X aircraft. Although XOJET has only been in business since 2006, this modern alternative to fractional ownership is definitely in demand.

According to Carlos Partida, Senior Maintenance Planner at XOJET, the company’s fleet flies 40% more flight hours per aircraft per year than their closest Part 135 competitor. “Our fleet is smaller by comparison to our competitors,” says Carlos. “Making sure the aircraft are available as much as possible is one of my top priorities.” Needless to say, that makes downtime very important. And if you ask Carlos, no one manages downtime better than Duncan Aviation.

WORK COMPLETED QUICKLY

Since 2014, Carlos has been sending all of XOJET’s Citation X oleo sets to Duncan Aviation for inspection. They are nearly always returned to service and headed back to XOJET within a week. Prior to using Duncan Aviation, Carlos was used to waiting months. “It takes Duncan Aviation a week, including shipping, to do something that previously took two months for completion.”

Of course, Citation X oleos are not the only gear Duncan Aviation services for XOJET. Our Accessory shop regularly has a complete set of the fleet’s Challenger 300 gear in the shop for 96-month inspections.

Switching to Duncan Aviation was not only a time saver, Carlos says. It has had a positive impact on XOJET’s bottom line. “When our aircraft are not flying, they are not producing revenue.”

WORK COMPLETED WELL

Carlos also expresses his appreciation for the level of customer service he has received from everyone at Duncan Aviation. “They always deliver the highest in quality work at the best possible downtime savings, served up with a level of customer service that is first rate. Everyone on the Duncan Aviation team is so willing to accommodate all of my requirements. I can’t speak highly enough about the customer service,” he says.



CHRIS FIELDS

Chris Fields is a Duncan Aviation Master Technician working on the landing gear team since 2008. He knows a thing or two about landing gear and he knows a lot about the Challenger 300 and Citation X gear that come off of XOJET aircraft.

When XOJET sends their gear sets to Duncan Aviation, Chris often takes the lead, especially when it comes to the Citation X main gear oleo doc inspections.

“XOJET TAKES GREAT CARE OF THEIR GEAR. THEY SCHEDULE INSPECTIONS ON TIME AND EVERYTHING IS WELL-DOCUMENTED,”

says Chris. “We see several sets of oleos every year and typically will have them completed and returned within four days.”

Duncan Aviation strives to keep you up-to-date on the continually changing aviation industry.

News & Tech Updates



ADS-B Slot Reservations Available

Duncan Aviation launched an exclusive customer program encouraging business aircraft operators to solidify their upgrade plans for ADS-B (Automatic Dependent Surveillance-Broadcast) well before the January 1, 2020, ADS-B Out mandate deadline. Using our extensive network of Avionics Satellite shops, we have allotted two slots per satellite per month for ADS-B upgrades.

Many long-time, loyal customers have indicated that they are planning to perform the necessary upgrades, but are not yet ready to do so, and are concerned about the anticipated lack of available capacity at certified service centers as the deadline draws nearer. To alleviate those concerns, we set up a slot program so these customers can buy a slot to reserve a confirmed date and hangar space for their aircraft at one of our satellites. The slot deposit will reserve schedule and space for one aircraft, and its cost will apply to the ADS-B installation.

Our satellite shops are located at the busiest corporate aviation airports around the country. See a map here: www.DuncanAviation.aero/locations/#satellites.

A CMS Installations Leader

We have significant experience installing the latest generation CMS (Cabin Management Systems) packages. These systems use digital technology to meet operator demands for HD devices, personal electronic device integration, as well as new technologies like touch-screen and Wi-Fi cabin controls.

Over the last five years, Duncan Aviation's MRO locations in Battle Creek, Michigan, and Lincoln, Nebraska, have installed more than 20 of the most popular CMS packages, like Rockwell Collins Venue™ and Honeywell Ovation Select, on the following make/model business aircraft:

- Dassault Falcon 900/EX
- Global Express
- Bombardier Challenger 604
- Dassault Falcon 2000
- Dassault Falcon 50
- Gulfstream G550

STC Development for Gogo Biz 4G

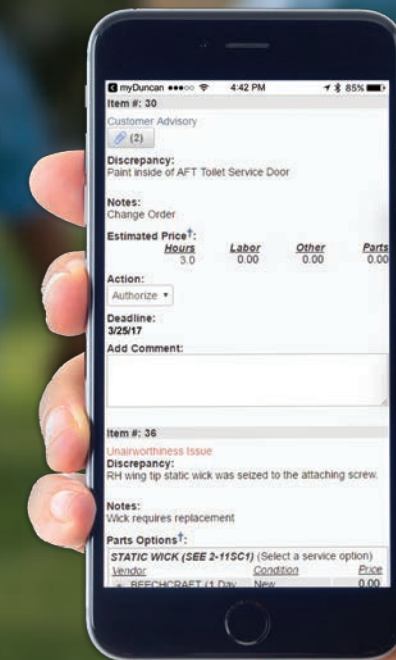
We are working closely with Gogo Business Aviation to develop STCs (Supplemental Type Certificates) for Gogo's new 4G service and Wi-Fi equipment. As leaders in business aircraft connectivity, Duncan Aviation and Gogo have partnered for years, and mutual customers are excited for Gogo's scheduled launch of 4G service in 2017.

Our trained and experienced avionics technicians have installed more than 575 Gogo Air-To-Ground Broadband & WLAN systems. In addition, we are the exclusive AOG service partner for Gogo Business



Productivity

ON-SITE, AT HOME
OR IN THE HANGAR



Duncan Aviation's myDuncan project management system lets customers be productive wherever they happen to be. Of the 2,343 aircraft projects delivered in 2016, more than half were managed off-site, allowing the aircraft representatives to stay current on project status, item approvals and budget while keeping up on things at work and at home.

Rockwell Collins Venue™ installed in a Global Express.



Aviation, supporting Gogo customers around the clock with strategically placed LRU serviceable units and spare parts at our network of facilities and avionics satellite locations within the United States.

The six 4G STCs in development with Gogo and Duncan Aviation include the following aircraft:

- Bombardier, Inc., CL-600-2B16 (Challenger 604, 605 & 650)
- Bombardier, Inc., BD-100-1A10 (Challenger 300 & 350)
- Bombardier, Inc., BD-700-1A10 & BD-700-1A11 (Global Express and Global 5000)
- Dassault Aviation, Mystere-Falcon 900 & Falcon 900EX
- Dassault Aviation, Falcon 2000 & Falcon 2000EX
- Gulfstream Aerospace Corporation, G-IV & GV

Citation Excel 560XLS G5000 Upgrade Program

Duncan Aviation is pleased to offer Citation Excel and 560XLS operators a new aftermarket flight deck option that will meet upcoming mandates and provide a fully integrated glass flight deck. Garmin International is currently working to certify the Garmin 5000 for the aircraft and is expected to have the STC by late 2018. Duncan Aviation is offering special incentives and packages for early depositors. For more information, go to: www.DuncanAviation.aero/citation560xl-g5000.

ADS-B & WAAS Straight Talk Books Update

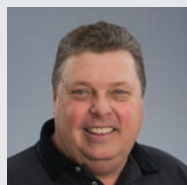
We recently updated our Straight Talk books on the NextGen initiatives for ADS-B and WAAS (Wide Area Augmentation System). Written by Duncan Aviation's knowledgeable avionics professionals, the ADS-B Straight Talk was updated in December 2016 and provides practical information about all aspects of ADS-B for the owners and operators of business jets. The WAAS book answers many customer questions and was also updated at the end of 2016. Download your copies at www.DuncanAviation.aero/resources/straight-talk.

US INAIRVATION Distributor

Duncan Aviation recently entered into an agreement to be the exclusive US distributor of INAIRVATION's Integrated Smart Cabin Upgrade for Gulfstream 450 and 550 business aircraft. This custom-fit modular solution features a Lufthansa Technik nice® HD CMS package that provides a new, fresh cabin look with advanced functionality. This new smart cabin upgrade is a pre-engineered retrofit package to replace the factory-installed CMS no longer in production.

New Satellite Shop Managers

Two Duncan Aviation Satellite Avionics shops have new managers. Long-time Manager at the Denver, Colorado, Satellite, Bob Hazy, moved to our Sacramento and Hayward,



Bob Hazy



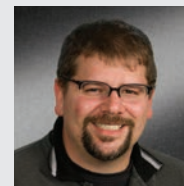
Avionics Service Now in San Diego

We recently opened an avionics work-away location in San Diego, California, giving area customers access to trusted avionics repairs, installations and upgrades. With a dispatch office located at the McClellan-Palomar Airport, Joe Vittling, Satellite Crew Lead, will travel to owner/operator's aircraft and hangars at McClellan-Palomar.

Joe will also provide avionics support to customers located at numerous area airports, including San Diego International, Montgomery Field, Brown Field Municipal, Gillespie, Long Beach and John Wayne. Long-time Manager of the Duncan Aviation Van Nuys Satellite shop, Tony Russo, will provide direction and oversight for San Diego.

Adrian Chene Joins Avionics Sales

In his 16 years at Duncan Aviation in Battle Creek, Michigan, Adrian Chene has assisted customers and team members alike with the depth and breadth of his avionics knowledge. In his years as an Avionics Tech Rep, Adrian performed in-depth research on various issues, and he's a recognized expert in ADS-B equipment, as well as many other avionics systems.



Adrian Chene



More Paint Capacity Added to BTL

A hangar renovation that allows additional paint capacity and more paint schedule flexibility was recently finished at our Battle Creek location. A former aircraft stripping hangar was renovated and now serves as a new, 12,000-square-foot, state-of-the-art paint hangar that will accommodate aircraft sized up to a Bombardier Global Express.

Duncan Aviation is capable of painting up to 100 aircraft per year at each of its Battle Creek and Lincoln facilities. Both locations have downdraft paint facilities large enough to paint some of the largest business aircraft in use today, including Gulfstream 550, Bombardier Global Express and Dassault Falcon 7X aircraft. The facilities are designed with multiple bays that allow stripping, sanding, painting and detail work on multiple aircraft simultaneously.

Aircraft Paint Expectations Released

A group of industry-leading companies who paint business aircraft gather periodically to share tips and best practices in an effort to collectively raise the industry benchmark, protect against corrosion and improve painter safety. The Industry Benchmark Forum: Aircraft Paint has met three times and participants include Jet Aviation, Dassault



Aircraft Listings

Our inventory is always changing. Visit www.DuncanAviation.aero/aircraftsales for more information on our current aircraft listings.



2003 Challenger 604, SN 5566



1998 Gulfstream GIV-SP, SN 1348



2006 Gulfstream G450, SN 4055



1997 Challenger 604, SN 5342




2000 Falcon 50EX, SN 286

Falcon Jet (Little Rock, Arkansas, and Wilmington, Delaware), Duncan Aviation (Lincoln, Nebraska, and Battle Creek, Michigan), and Gulfstream (Savannah, Georgia).

They recently collaborated on an overview document that is now available here: www.DuncanAviation.aero/resources/field-guides/industry-benchmark-forum-aircraft-paint-expectations. 



Turbine Engine Service Sales Team Expands


Chris Jordan recently joined our Turbine Engine Service Sales team. Located in Mesa, Arizona, he will focus on TFE731, HTF7000, and Pratt & Whitney engine services, introducing new customers to Duncan Aviation and the scheduled and unscheduled turbine engine services offered by Duncan Aviation's teams. 

Honeywell "Heavy" Authorization

We recently signed an agreement with Honeywell to extend our engine service authorizations, designating our Lincoln location as a Honeywell TFE731 Heavy Maintenance facility.

With the heavy authorization, we can inspect and repair the compressor zone on the Honeywell TFE731 engine during scheduled CZI (Compressor Zone Inspection) events, unscheduled compressor zone repairs, and expanded Service Bulletin capabilities.


Duncan Aviation also added six rental engines to its fleet of available Honeywell engines. The Duncan Aviation rental engine fleet includes: HTF7000, HTF7350 and TFE731 (-2C, -3, -5B, -20, -40, and -60).

Duncan Aviation has been a Honeywell Authorized Service Center for more than 30 years with Minor Authorization on Honeywell AS907 (HTF7000) Series and Line Authorization on CFE738 Engines, GTCP36-100/150, RE100 series and RE220 series APUs. 

Test Cell Expansion

Duncan Aviation has chosen Atec, Inc., as its contractor for construction of an engine test cell and control room at its Lincoln facility. Construction will be completed by the end of 2017.


The facility will be an Atec, Inc., Phoenix™ Series Modular Turbofan Engine Test Cell (20,000 lb. Thrust Class) with a modular control cabin with Atec's ADAQ™ Data Acquisition and Control System, which is a scalable data system that can be customized and provides intermediate-level, depot-level, production-level, and development-level engine testing capability. The facility also has an overhead thrust stand system, packaged fuel system storage and is environmentally friendly. It is a truly relocatable test cell system should future business needs dictate that Duncan Aviation change the location of the test cell.

The environmentally friendly test cell is being constructed in response to Honeywell TFE731 Heavy Maintenance facility designation. 

Citation Sovereign Winglet Installation

Duncan Aviation, along with Winglet Technology, LLC, recently collaborated on the installation of Winglet Technology's Transitional Winglet design for the Cessna Citation Sovereign aircraft.

In support of the certification process, we installed the wing reinforcement on the Sovereign aircraft along with the winglet attach structure and Transitional Winglets. FAA certification flight testing was completed in late August.

The Transitional Winglet upgrade will provide Sovereign owners and operators with greater operational flexibility and performance benefits, such as increased speed at altitude, increased range/payload, improved time-to-climb, and more. 



Test Cell Rendering from Atec, Inc.



AOG?
WE'RE NEARBY




When you're AOG or need immediate support for your business aircraft, Duncan Aviation is nearby and ready to help. A Duncan Aviation team is no more than 150 nm from the top 100 busiest business jet airports in the United States. Duncan Aviation AOG services include airframe, avionics, engine and parts support. We'll get you flying again.

www.DuncanAviation.aero/apps/AOG
Experience. Unlike any other.



Dassault Service Bulletin 379

Duncan Aviation is the only Dassault Authorized Service Center (ASC) with technicians trained to perform Service Bulletin 379 in its entirety on the Falcon 7X aircraft. In 2016, we simultaneously performed three Falcon 7X 1C inspections. During these inspections, it was discovered SB 379 would be required to install new bolts at the root of Frames 36 & 39.

Latécoère, a Dassault vendor, dispatched teams of technicians across Europe and the United States performing this SB. While at Duncan Aviation, they trained our airframe technicians to perform the work. 


Extended ASF Agreement for Bombardier Aircraft

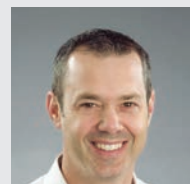
Duncan Aviation and Bombardier Business Aircraft recently signed a five-year agreement for Service Center Authorizations for all three Duncan Aviation locations (Battle Creek, Lincoln, and Provo). While retaining all current authorizations, Duncan Aviation's Battle Creek and Provo locations also received authorization for the Challenger 350* and Challenger 650* series aircraft.

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Bombardier Program Manager

Matt Lentell was recently named our new Program Manager for all things Bombardier. In his new position, Matt will foster communications between Duncan Aviation and Bombardier by promoting greater collaboration among the various departments and facilities and cultivating a single-team environment to make our customers' experiences even more satisfying.

In his new role, Matt will lead focus groups that involve production and customer service personnel to identify areas for improved and enhanced service. He'll also work with technical teams to review product road maps so we can better assist and advise customers about future technologies and upgrades. 




Matt Lentell



Ron Sieber

New Bombardier Airframe Service Rep

Ron Sieber recently joined Duncan Aviation as a member of our Bombardier Airframe Service Sales team. In this position, Ron provides technical guidance, project planning coordination and accurate service quotes for airframe inspections supporting the Bombardier Global and Challenger airframes.


Ron's experience with Bombardier aircraft is extensive. He managed more than 25 Bombardier "green" completion aircraft from spec review to final delivery, coordinated first-in-world replacement of a vertical tail skin on an in-service Global, as well as the first ever simultaneous replacement of left-hand and right-hand vertical Global tail skins. 



Tool Calibration Services Passes Audit

Our Calibration Services lab passed its first surveillance audit with no findings or discrepancies since receiving accreditation with the A2LA (American Association for Laboratory Accreditation), certificate #3908.01, in 2015.

A representative for A2LA spent a day in Lincoln examining work orders, reviewing processes and observing the calibrations lab to verify proper procedures were being followed.

In addition to passing the audit, A2LA expanded the scope of Duncan Aviation Calibration Services accreditation to include torque, calipers, micrometers, scales, dial indicators, force gauges, and balances. 



New Business Jet Model/Market Summary

The latest edition of the Business Jet Model/Market Summary was recently released. This quick reference guide is compiled to show the most recent published market pricing/valuation information in an easy-to-use and easy-to-compare format.

An important thing to keep in mind when viewing the report is that it is a snapshot of what took place in the business aircraft marketplace in the fourth quarter of last year rather than a predictor of the future. The data in the report does not track the market but can help operators better understand the current value of their aircraft to determine when it might make sense for them to make changes in their fleet.

To view the new report, visit www.DuncanAviation.aero/market-sum. 

Tim Barber Joins Our Aircraft Sales and Acquisitions Team

London-based Tim Barber has joined our Aircraft Sales and Acquisitions team as our Representative in Europe, the Middle East, and Africa. Barber was the driving force behind the establishment of JetBrokers Europe and oversaw its operational merger with JetBrokers Inc. Barber has a good deal of wider business experience, having run sizable companies and held directorships with businesses listed on the FTSE (Financial Times Stock Exchange) and the AIM (Alternative Investment Market).

Duncan Aviation has already invested in the EMEA market. Arjen Groeneveld, the company's EMEA Regional Manager for aircraft service sales and support, has been helping Duncan Aviation establish a solid client base in the region since 2011. He helps customers with major airframe and engine maintenance, avionics installations, paint and interior refurbishment, and component parts support, focusing primarily on large, multi-shop aircraft maintenance and refurbishments projects for aircraft based in Europe, Russia, the Middle East, and Africa. 



Tim Barber



Arjen Groeneveld



CJ3 Interior Refurbishment Designs

Our in-house design team recently completed five designs created specifically for the owner-flown Citation CJ3 aircraft. The designs pair light and airy colors that make the cabin appear more spacious and open with darker, complementary colors for the carpeting and lower sidewalls. The beautiful yet neutral hues pull together rich textures, maintenance-friendly materials and subtle patterns that will appeal to most operators and passengers. To see these collections and three-dimensional drawings of how these interiors will look, visit www.DuncanAviation.aero/cj3interiors.



Operators can combine the interior refurbishments with a Rockwell Collins Pro Line Fusion flight deck upgrade and have their aircraft back in service with the best turntimes in the industry. 🛩️

New BTL Manager of Customer Service

Travis Grimsley was recently named Manager of Customer Service at our Battle Creek facility. In his role as Customer Service Manager, Travis oversees the Project Management group. In recent years, as the Manager of FBO Services, he dealt primarily with transient customers who had dropped in for fuel. As the Customer Service Manager, he'll deal more directly with MRO project customers. 🛩️



Travis Grimsley



TDR-94 Same-Day Eval and 3-Day Turn

We recently developed a TDR-94/TDR-94D Quick Turn Team to provide operators with TDR-94/TDR-94D transponder service that includes same-day evaluation and three-day turntimes, with AOG options available when needed.

We have been authorized by Rockwell Collins to repair and service transponders with the Rockwell Collins part numbers of 622-9352-002 through -008; -108; -207; -308-311; -408-411; -500-501 and 622-9210-002 through -008; -108; -207; -308-311; -408-411; -500-501. We also modify earlier transponders to the -500-501 series, which will meet the ADS-B Out mandate when the unit is properly installed and certified.

For more information, visit www.DuncanAviation.aero/tdr-94. 🛩️



Parts & Rotables Sales Manager

Keith Schell has been named Manager of Parts and Rotable Sales. In this position, he provides daily oversight and leadership to nearly 25 aircraft parts and rotables sales professionals offering rotables, loaners, exchanges, outright units, avionics, instruments, and technical support to aircraft operators around the world. 🛩️



Keith Schell



Lincoln Receives Environmental Leadership Award

On November 2, 2016, Duncan Aviation was chosen as the 2016 Lincoln and Lancaster County Environmental Leadership Award recipient in the Business and Industry category, recognizing the company's efforts to improve the environment and protect public health.

We were recognized in part for reducing the use of hazardous chemicals. In the past 10 years, Duncan Aviation has reduced emissions of hazardous air pollutants by 50%. We have voluntarily chosen to apply the most stringent approach to controlling hazardous air emissions, applying maximum achievable control technology to our operations. Our environmental staff is always looking for safer choices as they review chemical processes, protecting the environment and making Duncan Aviation a safer workplace. 🛩️



Duncan Aviation Named Gogo Top Dealer

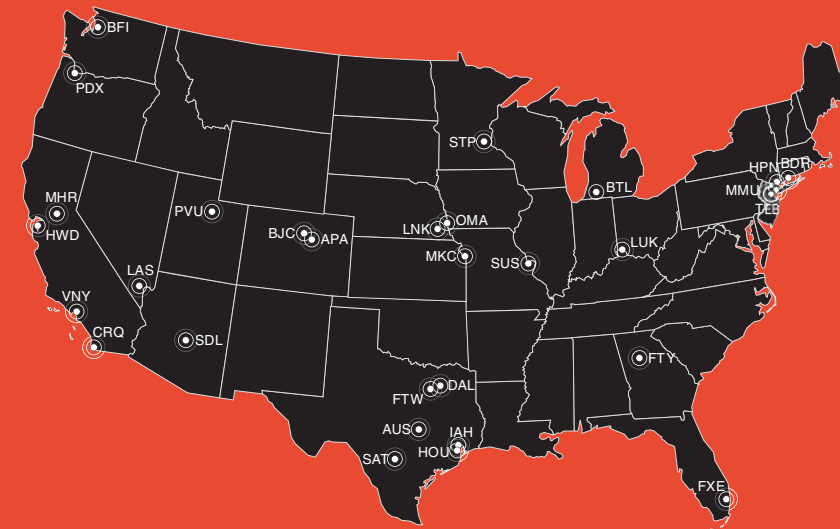
At the Aircraft Electronics Association's convention in March, Duncan Aviation received Gogo Business Aviation's highest dealer honor—the 51,000 Top Dealer Award. The award is based in part on commitment to inflight connectivity and technical expertise.

Dave Salvador, VP Aftermarket Sales and Sergio Aguirre, Sr. VP & GM of Gogo Business Aviation presented the award to Duncan Aviation VP of Service Sales Mike Minchow and VP of Parts Sales, Avionics, Accessories & Satellites Mark Cote. 🛩️



Gogo Top Dealer Award

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FTY	+1 404.696.6525
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