

# CITATION EXPERIENCE.

Unlike any other.

Duncan Aviation provides Citation operators the ability to maximize their maintenance and modification downtime with true one-stop capabilities that include aircraft sales and acquisitions, airframe maintenance, engine overhaul, paint, interior refurbishment, and a wide variety of avionics upgrades. We have excellent relationships with the aircraft and equipment OEMs, the FAA, EASA and ten additional Civil Aviation Association oversight authorities.

In our experience, operators are most concerned with a service provider's quality, communication, and delivery. Our customers have given us a 96% quality approval rating and a 97% approval rating for project coordination. Over the last three years, Duncan Aviation's on time delivery rate for Citation events approaches 90%.

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

**DUNCAN**  
AVIATION



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# MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

Duncan Aviation has three full-service facilities located in Battle Creek, Michigan, Lincoln, Nebraska, and Provo, Utah, capable of performing major and minor inspections for all makes and models of Cessna Citation aircraft. These facilities provide nose-to-tail services for Textron aircraft, including airframe, engine, paint, interior, avionics upgrades, landing gear, component repair, and parts services. Customers who stay on-site to oversee their projects have complete access to the aircraft from their conveniently located courtesy offices.

Honeywell, Pratt & Whitney, Williams, and Rolls Royce have authorized us to perform a broad spectrum of engine services, including Line Services, Core Zone Inspections, Hot Section Inspections, and other major maintenance. Our modern 40,000-sq-ft turbine engine facility in Lincoln is supported by a wide range of backshop capabilities, such as a clean room, media blasting machines, shot peen equipment, a paint booth, NDT capabilities, and a balance room.

In 2024, we will break ground on a new state-of-the-art, 36,000-sq.-ft. Pratt & Whitney Designated Overhaul Facility featuring 12 engine maintenance bays, dedicated storage racks, a new parts inventory warehouse, and an expanded backshop area.


Duncan Aviation customers are supported in the field by a network of satellite avionics and engine rapid response teams throughout the United States. There is a Duncan Aviation team no more than 150 nm from the top 100 busiest business jet airports in the United States. AOG services, including airframe, avionics, engine, and parts support, are quickly dispatched worldwide as necessary.

Over the last 25 years, Duncan Aviation has invested more than \$340 million in new facilities and increased capabilities to better serve Citation operators and their aircraft.

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*"Experience, capabilities, and customer service. Duncan Aviation hits all the marks. They have an extensive list of in-house back shop capabilities. They manufacture out-of-production parts. Their paint quality is unparalleled. And they offer creative interior solutions not easily found in other places."*

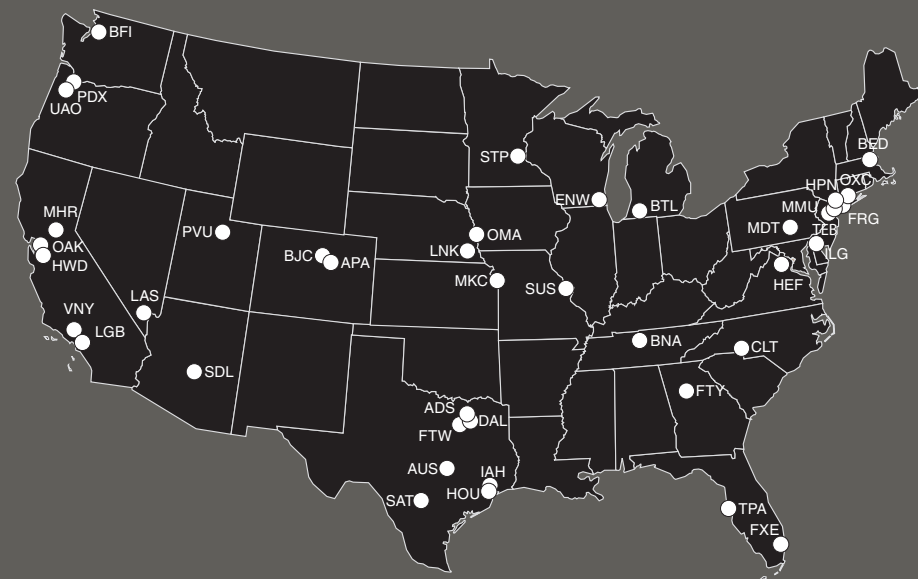
Tim House, Citation VII Chief Pilot



*"Duncan Aviation's hangar is first class. Clean, modern, and organized. It is evident that safety is top priority for technicians, aircraft, and customers."*

John Mitchell, Maintenance Manager, Thompson Tractor Company, Inc





Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah



Duncan Aviation is authorized to install Transitional Winglets on Citation X and Sovereign aircraft.



# KNOWLEDGEABLE

and experienced Citation technicians.

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

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

Over the last 25 years, Duncan Aviation has invested more than \$74 million in technical and leadership training for its team members.



*"All of the Duncan Aviation project managers I have worked with are organized, thorough, and detail-oriented. They keep me in the loop about my project at every turn. Even bad news is delivered with transparency."*

Tommy Lyons, Chief Pilot, CGW Southeast Management LLC





Provo, Utah



Battle Creek, Michigan

Citation Tech Rep  
Chuck Zahnow has  
been an integral  
part of the Duncan  
Aviation Citation  
program since 1996.

*"Duncan Aviation's in-house technical knowledge of our aircraft is first-rate."*

Monty St. Clair, MAM Development LLC



Duncan Aviation and Honeywell have a long history that dates back more than 45 years. In 2015, Duncan Aviation became a Honeywell HTF 7000 Series Authorized Minor Service Center.



Lincoln, Nebraska



## EXCELLENT PROJECT MANAGEMENT and communication through myDuncan.

myDuncan, a web-based portal that allows customers unlimited access and better control of their projects from anywhere in the world, is available to all Duncan Aviation customers, transforming their computers and mobile devices into “virtual offices” to manage their aircraft projects. Nearly 75% of the projects we complete are 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.

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

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

*“I’ve never been misled by a Duncan Aviation sales quote. They are thorough, detailed, and fair. I appreciate not having any surprises when I receive the final bill.”*

Brandon Paquet, Chief Pilot, M&K Truck Centers



*“myDuncan is a great tool. I don’t feel I have to hang around the aircraft asking questions all of the time. I get an email notification and can stay informed while I am busy elsewhere.”*

Jan “Coop” Cooper, Chief Pilot, Lario Oil & Gas Company



# A PICTURE

is worth 1,000 words.

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

Modifications include:

- Interior Innovative Solutions™
  - Modifications
  - Wood Veneer
  - Soft Goods
  - Simulated Finishes: Wood Grain, Carbon Fiber, and Marble
- Interior soft goods refurbishment
- Professional in-house designers
- Unique and personalized material selections
- Customer thermal and acoustic insulation packages
- Up-to-date entertainment and cabin control systems
- Complete cabin connectivity with various solutions



*"Absolutely stunning. Both the interior and exterior exceeded our expectations. First time seeing the aircraft was definitely a "wow!" moment. It's always a little nerve-racking picking finishes because you don't know how they will all look together, but the Duncan Aviation team guided me through the process, and ensured the final product would turn out great. It certainly did."*

Kjell Lindberg, VP, The Toll Group NW





LEARN MORE ABOUT THE  
GARMIN G5000 UPGRADE:  
[www.DuncanAviation.aero/  
citation560xl-g5000](http://www.DuncanAviation.aero/citation560xl-g5000)



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Universal Avionics  
InSight™ Display System





