

EMBRAER EXPERIENCE.

Unlike any other.



Duncan Aviation provides Embraer operators with 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 10 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 Embraer events approaches 90%.

DUNCAN
AVIATION



www.DuncanAviation.aero/embraer

MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

Duncan Aviation has three full-service facilities located in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah, and all are part of the EASC (Embraer Authorized Service Center) network. These facilities are approved for line and base maintenance on the following Embraer models:

- Phenom 100 and 300
- Legacy 450 and 500
- Praetor 500 and 600
- Legacy 600 and 650

Duncan Aviation offers numerous airframe services for Embraer aircraft, including pre-buy evaluations, scheduled and unscheduled inspections, composite repairs, Service Bulletins/ADs, fuel leak repairs, major structural repairs, and ECC (Embraer Executive Care).

Customers who stay on-site at one of our full-service facilities to oversee their projects have complete access to the aircraft from their conveniently located courtesy offices.

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

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

"I've been involved in aviation for more than 27 years, and during this time, I've dealt with a variety of aircraft maintenance vendors. Thankfully, I was fortunate enough to have found Duncan Aviation in Lincoln, Nebraska. Currently, I manage and fly an Embraer Legacy 650, and Duncan Aviation is the only maintenance facility we'll utilize for scheduled maintenance."

Joanna Meek, Director of Aviation

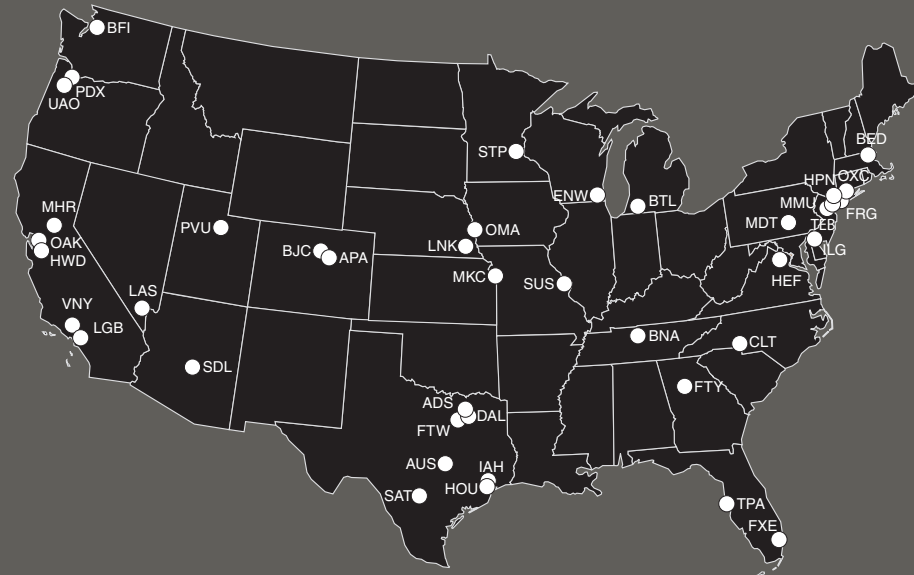


"The facilities at Duncan Aviation are not only well-organized, but also the team holds itself to the highest standards of cleanliness, optimizing the space to accommodate tools needed to work on the planes in their care. Our team was able to see the progress every moment and keep an open channel of communication with Duncan Aviation's teams."

Martin, Phenom 300 Operator

EMBRAER LANDING GEAR BEFORE & AFTER:
www.DuncanAviation.aero/videos/landing-gear

Duncan Aviation has landing gear overhaul capabilities for Legacy 600 and 650.



Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah

KNOWLEDGEABLE and experienced Embraer technicians.

Embraer operators have the support of our A&P technical teams, factory-trained specialists, and IA-certified aircraft inspectors who know and understand the Embraer airframe and have access to proper tooling. These teams include technical sales representatives able to provide complete and accurate quotes based on years of Embraer maintenance, inspections, and refurbishment experience; tech reps able to help with troubleshooting and OEM relations; and engine technicians experienced in Rolls Royce, P&W, and Honeywell. Our Embraer engine technicians are available for on-call, in-house, or in-the-field engine repair, 24/7.

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

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



Honeywell Primus Elite (DU-875 displays) in an Embraer Legacy



Chris Peaton with Mash Aviation, pictured with Project Manager Jonathan Heiss in Battle Creek, Michigan.

“Jonathan and I started the communication months ahead of our project so when we arrived we had parts ready, and the team was ready to start right away. He made the process very easy and streamlined. We met our Return-to-Service date even adding some additional work. This is why we choose Duncan Aviation.”

Chris Peaton, Chief Pilot, Mash Aviation



"It always amazes me when speaking with Duncan Aviation team members about their tenure with the company. The technicians have been well-trained, and their expertise on multiple aircraft comes through during conversations. We always appreciate the can-do attitude we experience at Duncan Aviation, too."

Scott Swisher, Director of Maintenance, Big South Fork Aero



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.

“Duncan Aviation’s team is completely client-oriented and ready to answer our questions at any time. They were completely involved and hands-on from the get-go, meaning they received the plane upon our arrival and delivered the plane on-time, without any issues arising after the installations and service. Communication was always clear, and every document was sent and approved through myDuncan.”

Martin, Phenom 300 Operator



“We’ve been Duncan Aviation customers since 2005, with our Learjet 45. We’ve been bringing our Embraer Legacy 600 to Duncan Aviation since we bought it new in 2009. We’ve had nothing but great experiences from our first contact with our sales rep to our meetings with project managers to our dealings with technicians. We can easily approach the technicians working on our aircraft at any time for questions, and they are always knowledgeable. The crew ensures all of our multiple large and small inspections are delivered on-time or early and squawk free.”

Wes Clay, Pilot/Director of Maintenance

EMBRAER EXPERIENCE

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:

- Custom cabinetry with stone and/or synthetic finishes
- Interior Innovative Solutions™
 - Modifications
 - Wood Veneer
 - Soft Goods
 - Simulated Finishes: Wood Grain, Carbon Fiber, and Marble
- Unique and personalized material selection with the option for 3D rendering support
- Modifications, reconfigurations, and major alterations can be completed through Embraer Service Bulletins or Duncan Aviation's in-house Engineering & Certification Services Department, depending on the aircraft model and type of alteration
- Entertainment, cabin control, and air quality systems
- Connectivity solutions
- LED interior lighting options with mood and color customizations
- Flight deck upgrades



Embraer 500 Paint Timelapse: www.DuncanAviation.aero/videos/embraer-500-paint

"Duncan Aviation performed a LU144 (12-year) inspection along with a complete, customized paint job from August to November 2020. There were so many obstacles that year due to the pandemic on top of the huge maintenance event we had scheduled. The quality and attention to detail we received during our time at Duncan Aviation is why we come back every year. The finished project from both paint and maintenance exceeded our expectations. The process that led up to that great outcome was also very impressive. Our input was well-received from start-to-finish, which produced a synergistic environment."

Scott Swisher, Director of Maintenance, Big South Fork Aero







