



GULFSTREAM EXPERIENCE.
Unlike any other.

Duncan Aviation maximizes aggressive downtime for Gulfstream operators with true one-stop capabilities that include paint, interior refurbishment, and a variety of avionics upgrades. We have excellent relationships with the OEM, the FAA, and EASA, and we are certified for nine additional 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% rating for quality and a 97% approval rating for communication. Over the last three years, Duncan Aviation's on time delivery rate for Gulfstream events approaches 90%.

www.DuncanAviation.aero/gulfstream

DUNCAN
AVIATION



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MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

Duncan Aviation has three full-service MRO facilities located in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah. These facilities provide comprehensive services for Gulfstream aircraft including airframe, engine, paint, interior, engineering/certification, avionics upgrades, landing gear, component repair, and parts services. Customers who stay on-site to oversee their project 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 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 Gulfstream operators and their aircraft.

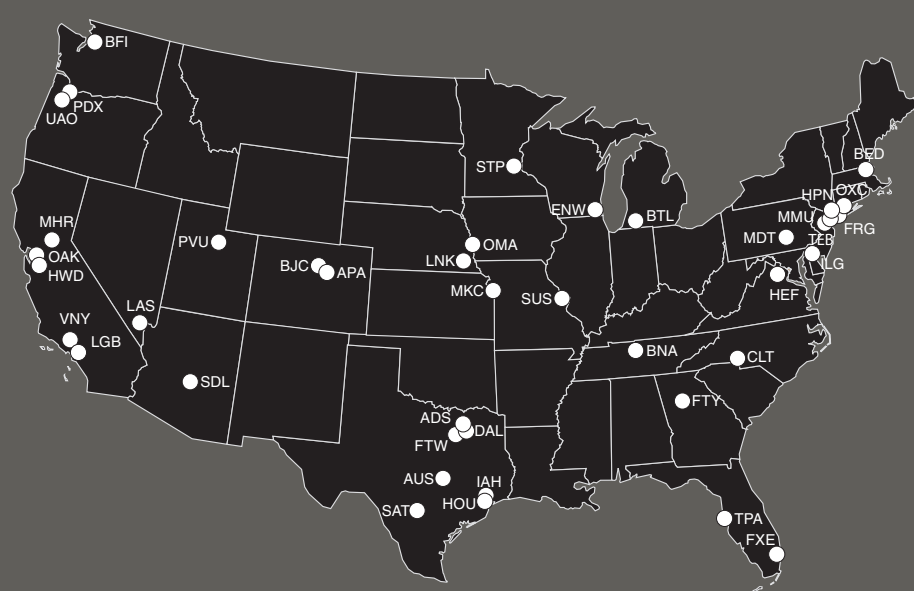
“Duncan Aviation has state-of-the-art facilities, support equipment, and a huge talent pool. It is obvious the company invests in new facilities and in its people. The talent level and the willingness to share that talent are unmatched in the industry. As an independent facility, there is a sense of family pride and a strong desire to always do the right thing.”

Joe Voskuhl, Director of Maintenance, Corporate Flight Alternatives



“Having worked in the aviation industry for more than 30 years, I have come to believe that an MRO’s hangar and facilities directly reflect the performance and the folks who work there. The Duncan Aviation facility was excellent, and the boost to efficiency on the floor was apparent in the finished product. They took as much pride in their facility and hangar operations as they did in the finished product. I was very impressed.”

Chris Kleffman, Director of Aircraft Maintenance, Washington Penn Plastics



Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah



Lincoln Customer Offices

KNOWLEDGEABLE and experienced airframe-specific teams

Gulfstream operators have the support of technical teams who know and understand the Gulfstream airframe and have access to proper tooling. These teams include technical sales representatives able to provide complete and accurate quotes based on years of Gulfstream maintenance, inspections, and refurbishment experience, tech reps able to help with troubleshooting and OEM relations, engine technicians experienced in Rolls Royce, P&W, and Honeywell, and dozens of Gulfstream technicians with an average of 14 years of experience at Duncan Aviation.

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.

"It is always a pleasure to work with Duncan Aviation, and no matter whom I get to interact with on a particular project, I know it will be professional, of the highest quality, and most of all a great experience. I feel obligated to share that with the rest of the aviation community."

Jim Rezich, Rezich & Rezich Aviation



Corporate Flight Alternatives Director of Maintenance Joe Voskuhl (left) with Project Manager Jarek Jones and Airframe Service Sales Rep Austin Chambers (right).

"My experiences with Duncan Aviation have been great, from the front desk and Line Department to the Sales Team, the Project Managers, the Tech Reps and especially the Technicians performing the work. I don't think you can find a harder working group of people than the experts at Duncan Aviation. Many have become close friends, and I can say with confidence that all of them will go the extra mile on my project from start to finish."

Allen Ulmer, Aircraft Maintenance Manager for Sanderson Farms

Provo, Utah



Battle Creek, Michigan



Jim Overheul (right), Gulfstream Tech Rep, has been an integral part of the Duncan Aviation Gulfstream program since 1991.



Lincoln, Nebraska

EXCELLENT PROJECT MANAGEMENT

and communication through myDuncan

myDuncan, a web-based portal that allows customers greater 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 project. 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 keep that number one of the highest in the industry.

"The Project Manager for the paint project on our GIV exceeded all expectations. Everything was delivered on time, and communication was great throughout the whole experience. We could not be happier with the results and look forward to working with Duncan Aviation in the future."

Mary Sanders, Herjavec Group



"myDuncan has made my life easier. I work in Oakland, California, and with myDuncan, I can leave my plane in Lincoln, Nebraska, and see exactly what's being done on it. I can talk to my Project Manager, ask questions, and see what work is scheduled to take place. I can stay in Oakland and be productive instead of sitting in a hangar to babysit my plane."

Robert Plowman DOM, Solairus

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:

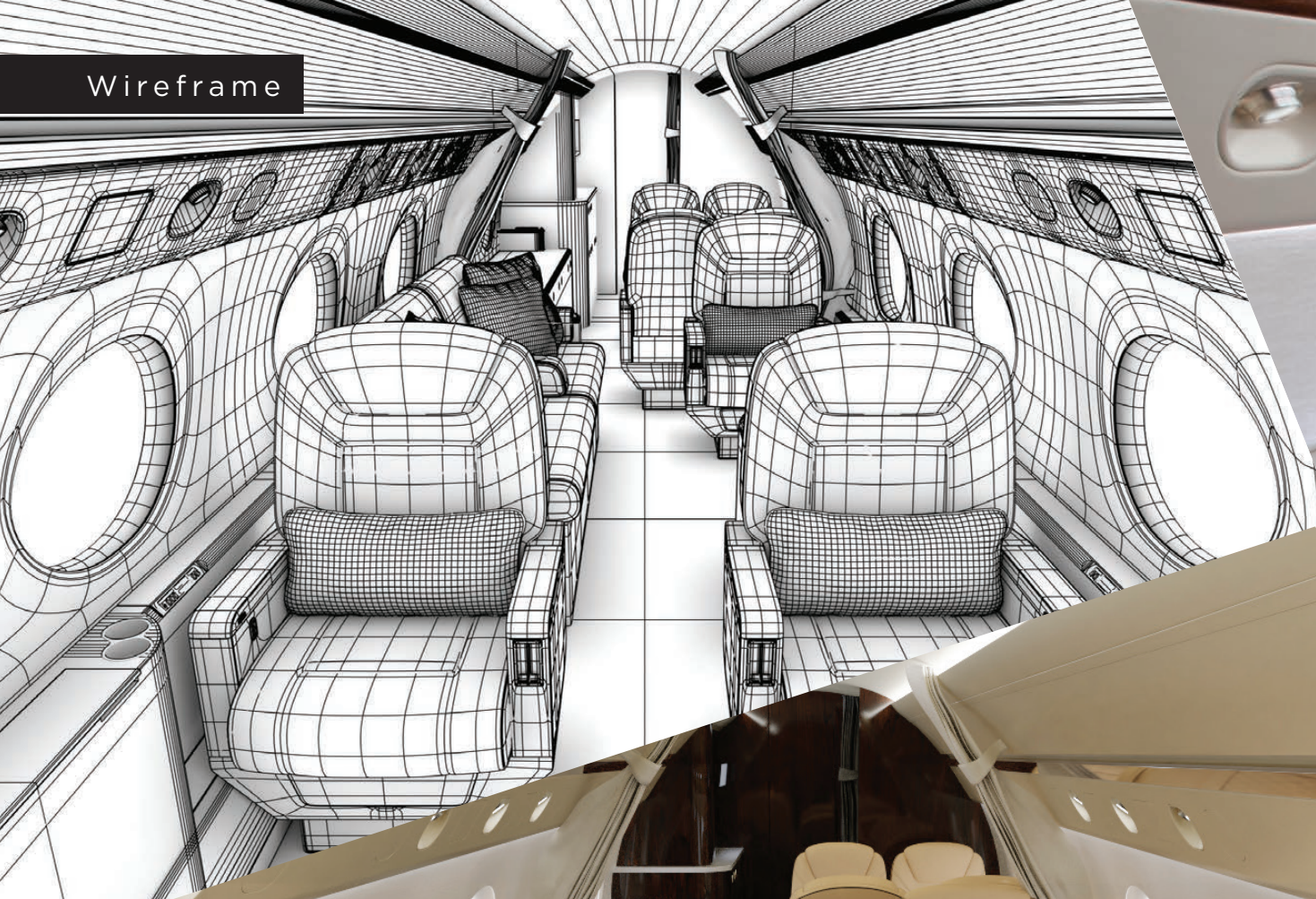
- Installation and certification of 16G dynamic seating
- Custom cabinetry with stone and/or synthetic finishes
- Interior Innovative Solutions™
 - Modifications
 - Wood Veneer
 - Soft Goods
 - Simulated Finishes: Wood Grain, Carbon Fiber, and Marble
- Unique and personalized material selection with the option for 3D rendering support
- In-house engineering capability for reconfigurations and major alterations
- Up-to-date entertainment and cabin control systems
- Connectivity installations with access to various solutions
- LED interior lighting options with mood and color customizations
- Flight deck upgrades



"Knowing our GIVSP would be down for an extensive amount of time during a major upcoming inspection, we began to evaluate its paint, interior, and cabin management system. Even though the aircraft is extremely well maintained, 17 years of operation will still show some wear and tear. The owner decided to refurbish the entire aircraft from nose to tail. Prior to the refurbishment, passengers always questioned why we were having it done; they felt it was already perfect in every way. However, when it was completed, we were all amazed at the difference in every aspect. The difference was dramatic. When the owner and his wife boarded the plane after it delivered, their mouths dropped and their eyes got a little misty because they were so pleased and happy. They said it wasn't just like new, it was better than new!"

Keith Lang, Hagadone

Wireframe



Final



3D Rendering



To help clients better visualize how a completed cabin might look and function, Duncan Aviation may provide optional 3D conceptual renderings.



VIEW GALLERIES HERE:
www.DuncanAviation.aero/gallery



WATCH THIS GULFSTREAM G550 TRANSFORMATION:
www.DuncanAviation.aero/videos/G550-transformation

