

## Your Passengers Will Appreciate Duncan's SWAT Service

At customer requests, Duncan has developed a service that will make your passengers appreciate your choice in service facilities. How? you might ask. Simple. We make sure that the interior of every aircraft that comes to Duncan—even those scheduling only maintenance or avionics installation projects—leaves looking better.

With Duncan's new SWAT Service, we:

- Scan the aircraft's interior for cosmetic imperfections;
- Write an immediate, on-the-spot quote;
- Artistically clean, touch-up, dye, correct and install; &
- Turn out a beautifully improved interior that your passengers will appreciate.



Ron Paul, Duncan Aviation's SWAT Team Leader, and customer Bill Richards discuss the interior of a Falcon 20 operated by Aviation Methods.

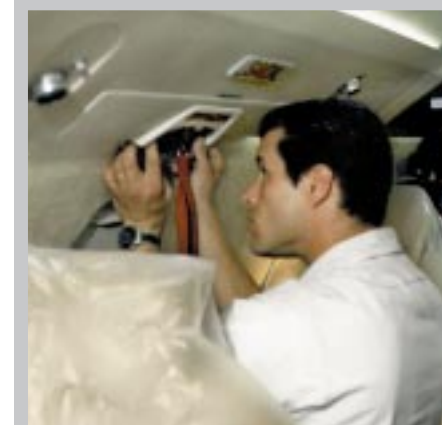
Here's how it works.

Upon arrival at Duncan's Lincoln facility, your aircraft will undergo an "Interior SWAT Team Analysis." This analysis will indicate items that could be corrected, updated or otherwise improved to beautify the interior of your aircraft. At that time, you may also mention specific nuisances that you would like taken care of while the aircraft is down. For those relatively minor corrections, an on-the-spot proposal will be provided. Once approved, these items can be incorporated with existing scheduled work and without prolonging the turn time of your aircraft.

Led by Ron Paul, a Duncan employee since 1990 with 10 years of interior experience, the SWAT Team has provided makeovers for dozens of aircraft. Some of the items found on the SWAT Team's "hit list" include the following: leather re-dye; cabinet touch-up; instrument panel touch-up; new-style vinyl carpet runner; replace entry step tread; new baggage load covers; install new cork in cupholders; re-web seat belts; touch-up pedestal; install new sun visor assembly; or any other touch-up the customer requests.

For more information about the SWAT Team service, call Ron Paul or your Project Manager at **1.800.228.4277**. For more information about Duncan's Interior and Exterior Completions Capabilities, call **Jeanine Falter** and **Tracey Boesch** in Lincoln at **1.800.228.4277** or **Shelley Ewalt** in Battle Creek at **1.800.525.2376**.

### Duncan's Battle Creek Facility Provides Similar Interior/Exterior SWAT Service



Battle Creek's Walt Maronek, an Interior Completions Specialist, corrects some minor interior imperfections.

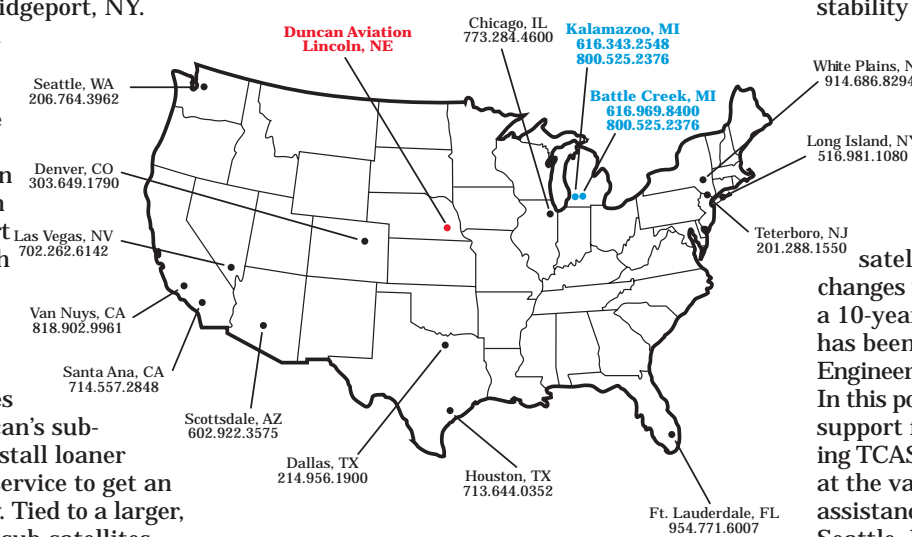
Duncan Aviation's Battle Creek facility also provides SWAT services to customers. Every aircraft in the facility automatically receives interior and exterior cleaning. Other SWAT services are available through the facility's Interior Shop. For more information, contact **Shelley Ewalt**, Completions & Modifications Sales Team Leader, or **Tom Austin**, Vice President of Production Services, at **1.800.525.2376**. Or talk to your Project Manager.

## Duncan Aviation's Satellite Avionics Network Expands

Duncan Aviation continues to expand its satellite avionics shop network by opening new locations, hiring additional people and increasing capabilities.

Earlier this year, Duncan opened a sub-satellite shop in Bridgeport, NY. Located with the Flight Services Group, this shop is a tributary to Duncan's shop in White Plains, NY. Similar to the sub-satellite Duncan opened two years ago in Ft. Worth, TX, Bridgeport provides customers with another convenient location to receive line and installation work. Although limited in the bench repair capabilities they have on-site, Duncan's sub-satellite stations can install loaner units and provide line service to get an operator back in the sky. Tied to a larger, local satellite shop, the sub-satellites have received rave reviews from customers. In response to feedback, Duncan is evaluating the potential of

sub-satellites in Morristown, NJ, and Waukegan, IL, as well. To reach the Bridgeport shop, call **914.419.1359**. To reach Duncan's Ft. Worth location, call **817.740.9266**.



Although Duncan has hired new satellite avionics personnel throughout the country, some major changes have

taken place in Chicago. Left with only temporary help earlier this year, the Chicago satellite now has two full-time technicians and an administrative assistant. Much to the relief of Chicago-area customers, this shop received additional stability when John Culver, a Duncan employee for seven years and a technician for 37 years, was named Manager. If you'd like to speak with someone in the Chicago shop, call **773.284.4600**.

The installations side of Duncan's satellites has also seen significant changes this year. Don Schwarzenberger, a 10-year employee of Duncan Aviation, has been named Duncan's Satellite Engineering Coordinator for Installations. In this position, he provides technical support for avionics installations, including TCAS, FMS, GPS, GPWS and AFIS, at the various satellites. With Don's assistance, three more satellite shops—Seattle, Las Vegas and Scottsdale, AZ—have joined Dallas, Denver, Teterboro, NJ, and Van Nuys, CA, by performing installations on a regular basis.

## Pre-Owned Market Update: A Tight Market Doesn't Lessen Potential Pitfalls

If you've been thinking about buying a corporate aircraft, you've probably already heard that the markets for many business aircraft are "tight." For the latter part of 1997 and most of 1998, the selection in most markets has been down, driving up the cost of available aircraft.

In many markets, the situation is status quo. However, the buying/selling frenzy in some has slowed. For example, lower-end Falcon 50s don't seem to be moving as fast as they were. High-end Falcon 50s, though, seem to be selling even before they officially hit the market.

On the other hand, some markets are showing larger selection. We're now seeing more Citation IIIs and Vs, Westwinds, Hawker 800s and King Air 200s, for example. No one knows whether the increased selection will affect future prices, but it creates more options for the purchaser. If you've been thinking about buying a pre-owned aircraft, you may wish to take advantage of markets beginning to load up.

What's the best way to do this? By having Duncan Aviation's JetResources represent you.

With the amount of market information now available, it is possible for operators to find many of the aircraft available with daily market research and countless calls to and from various brokers, owners and operators. However, it is precisely that large amount of information that becomes overwhelming—especially for a pilot or operator who can't turn the search into a full-time job. A good aircraft can come up at a moment's notice... and be gone in another. In addition, we're seeing some "artificial" markets where aircraft are being inventoried at retail prices in the hopes that the higher asking prices will become the new retail prices. It takes dedicated, daily research and tracking to keep from being fooled in those markets.

That's where JetResources comes in. JetResources representatives research the market every day. They know how many aircraft enter each day and they know how many sell. In addition, they track asking prices and selling prices and know whether the trends are going up or down. They provide customers with a detailed analysis and condition report of available aircraft. And most importantly in today's markets, they

are more likely to learn about aircraft before they hit the market.

The pre-owned aircraft market is not regulated like the securities or housing markets, which require adequate, if not complete, disclosure to the buyer. Too often, buyers end up paying too much for an aircraft that has undesirable modifications or equipment, damage history or even incomplete records.

Insure yourself against such mistakes. Let Duncan Aviation's JetResources work with you to purchase the best aircraft at the best possible price. Call **Bob McCammon**, **Doug Kvassay**, **Doug Roth** or **Rene Cardona** at **1.800.228.4277**.

## Order Parts and Search AVPAC's Inventory on the Internet

Don't forget that AVPAC, Duncan's part/component/rotatable/avionic sourcing solution, lets customers search its vast parts inventory, send RFQs and place orders through the Internet.

Located at <http://www.avpac.com>, the Internet home page provides viewers with information about AVPAC and its various services, including rotatables, parts repair, parts search, accessory overhaul management, consignment services, consumables, avionics and parts inventory. Customers can search AVPAC's more than \$90 million inventory of new and consigned general aviation parts (the majority of them tagged), fill out an online credit application form and order online—24 hours a day. What's more, orders can be shipped the same day, if placed before 5:30 p.m. Central Time.

For more information, check out AVPAC's website at <http://www.avpac.com> or call us at **1.800.228.1836**.

## Notable For Rotables.

Next time your airplane needs a rotatable part, there's one name that can save you time and money: AVPAC, the industry's best source for rotatables. We stock an inventory of rotatables for all major aircraft—especially Citation, Falcon, Hawker and Learjet. So our response time is second to none. Add our special pricing and full technical support, and you'll know why more and more operators are spreading the word about AVPAC. Check our Website

for the complete story, or call us direct. We'll prove that in a world of understocked, overpriced parts suppliers, there's one notable exception.

AVPAC is the full-service part/component/rotatable/avionic sourcing solution of Duncan Aviation. Call 402.475.4125 or 800.228.1836. Ship to: AVPAC 3410 W. Mathis Street, Lincoln, NE 68534. Fax: 402.479.1519. <http://www.avpac.com>



Special  
NBAA Issue

DUNCAN  
AVIATION

# Duncan Debrief

A PUBLICATION OF DUNCAN AVIATION • OCTOBER 1998

Visit Us At The NBAA  
October 19-21, 1998  
Las Vegas, NV  
Booth #7564

## Duncan Goes to Great Lengths—226 Feet, to be Exact—to Help Saudi Arabian Customer



The Antonov AN-124-100 transport aircraft is 226 feet long, 240 feet wide and 68 feet tall.

Early this year, during a routine landing in Bahrain, a Saudi Arabian 731 JetStar experienced a rudi-hand landing gear collapse, causing a small fire. Fortunately, no one was injured. Unfortunately, the aircraft was not so lucky; the right-hand wing, auxiliary fuel tank and flaps sustained extensive damage.

The JetStar operator then had to find someone to fix the aircraft. The Chief Pilot was directed to Dick Hyde, Duncan Aviation's JetStar technical specialist. Originally, the customer requested that Duncan technicians repair the JetStar's wing in Bahrain. Because of the special tooling required, the unknown damage to the wing and the cost of working in Bahrain, this option would have been uneconomical. Instead, Hyde proposed another solution—locating a "used" JetStar wing, bringing it back to airworthy condition in Lincoln and changing it out in Bahrain.

"The JetStar aircraft is designed to have wings removed and replaced," Hyde says. "The military used to do this regularly when it operated the C140 JetStar. In all actuality, replacing a

JetStar wing is simpler than demating (removing and reinstalling the wing) a Learjet during a major inspection—something Duncan technicians have done more than 100 times."

Working with Pat Bell at Bell Aerospace, Duncan located a used JetStar wing in good condition and purchased it from Atlanta Air Salvage in Georgia. Duncan technicians, led by Lead Mechanic Steve Becker, performed a Tank & Plank five-year inspection and zero-timed all rotables, putting the wing back to airworthy condition. After the inspections and repairs, the wing was painted to match the rest of the aircraft, which was still in Bahrain.

It was then time to transport the wing to Bahrain, a complicated task in and of itself. Duncan Aviation hired Kansas City, Missouri-based HeavyLift-Volga Dnepr Limited to transport the wing via a Russian Antonov AN-124-100

transport aircraft. At 226 feet long, 240 feet wide and 68 feet tall, the AN-124-100 is the largest civil cargo aircraft in the world, fitted with special cargo-handling devices and capable of transporting up to 120 tons.

Five Duncan employees accompanied the wing to Bahrain, where they removed the JetStar's damaged wing, installed the airworthy wing and auxiliary fuel tank, test-flew the JetStar and had the work approved by the Kingdom of Saudi Arabia Presidency of Civil Aviation. Even on the other side of the world, the project was completed on time and within budget.

"We left for Bahrain in hopes that the project would be a complete success—for the customer, for Duncan and for us personally," says Steve Becker. "Our hopes were realized. The customer was thrilled



Fitted with special cargo-handling devices, the Antonov helped make quick work of loading the JetStar wing.

with the work and the fact that his aircraft was once again operational. We talked to other operators in the area and may have brought more business to Duncan. And, finally, we had a pleasant trip to a place none of us had ever been. This allowed us to grow personally as well as in our careers."

was fueled for its flight. (The aircraft has five massive fuel tanks, holding a total of 90,000 gallons of fuel. Only three were filled by the Duncan line crew; the other two were left empty.)

During that time, the Duncan's line crew continued to service Quick Turns and maintenance aircraft on the ramp as well as the airlines at Lincoln's airport.

"All it takes is good planning and proper scheduling," says Kris Patrick, Line Department Manager. "We had plenty of notice to prepare for fueling the Antonov so we had full fuel tanks and trucks and scheduled extra manpower to ensure we met the service expectations of all of our customers that day."



It took three hours to fuel the cargo aircraft while maintaining service for other customers.

## Keeping the Antonov in "Line"

When the massive Russian Antonov AN-124-100 cargo aircraft stopped at Duncan Aviation to pick up a JetStar wing for transport to Bahrain, Duncan's Line Service department had a challenge—they needed to pump 32,365 gallons of fuel into the huge aircraft while maintaining line service on the ramp and at Lincoln's airport.

It was a challenge the line technicians met head-on. Using three refuelers, it took them three hours and seven trips to the fuel farm before the Antonov



Duncan Aviation's line technicians pumped 32,365 gallons of fuel into the Antonov.

Return Service Requested

Lincoln Airport  
P.O. Box 81887  
Lincoln, Nebraska 68501  
Telephone: 402.475.2811  
Fax: 402.475.5341  
CRS#: JGVR194F  
<http://www.duncanaviation.com>  
<http://www.avpac.com>

DUNCAN AVIATION

Bulk Rate  
U.S. Postage  
PAID  
Permit No. 730  
Lincoln, NE

## A Message From the Tower

1998 has been a year of growth for Duncan Aviation. We have increased our technical workforce, added capabilities in nearly all service areas and integrated nearly 350 people to the Duncan team by purchasing the 200,000-square-foot Kal-Aero facility in Battle Creek, Michigan.

During the months since our acquisition of Kal-Aero, we have worked hard to consolidate the marketing/sales processes and services, share ideas and bring the two organizations into the same family. This has not always been easy. Our ultimate goal has been to make the affiliation process as smooth as possible for employees and customers of both the Lincoln and Battle Creek facilities. I believe we have surpassed this goal and will continue to do so with the leadership of Skip Madsen, the new Executive Vice President and Chief Operating Officer of the Battle Creek facility.

With more than 1,250 employees, we are proud of our phenomenal growth over the last year. We have no plans to stop growing, however. This coming spring, we will break ground on our largest hangar yet—a new completions hangar at our home base in Lincoln, Nebraska.

While we continue to grow, we look at the accomplishments we have made so

far in the industry. Once again, Duncan Aviation in Lincoln and Battle Creek placed high in the 1998 *Professional Pilot Magazine* Reader's Poll. We continue to receive an astounding number of STCs for various modifications to corporate class aircraft. Our capabilities and services—including our Interior SWAT service, our Duncan Design services, our expanding engine business and our ever-expanding avionics/instrument and accessory repair capabilities—also continue to grow.



*We have increased our technical workforce, added capabilities in nearly all service areas and integrated nearly 350 people to the Duncan team by purchasing the 200,000-square-foot Kal-Aero facility in Battle Creek, Michigan.*

We would like to share with you more details concerning our accomplishments and plans. If you are attending the NBAA convention in Las Vegas this October, please

stop by the Duncan booth—#7564—and talk with experts from every aspect of Duncan Aviation, including the Lincoln and Battle Creek facilities, AVPAC, JetResources and Duncan Design. We look forward to seeing you there.

J. Robert Duncan

<b>1998</b> PROFESSIONAL PILOT SURVEY RESULTS  DUNCAN AVIATION	#1	BEST MAINTENANCE CENTER - Lincoln, NE BEST AVIONICS CENTER - Lincoln, NE
	#2	BEST COMPLETIONS CENTER - Lincoln, NE
	#4	BEST AVIONICS CENTER - Battle Creek, MI
	#5	BEST COMPLETIONS CENTER - Battle Creek, MI
	#7	BEST MAINTENANCE CENTER - Battle Creek, MI
	#11	BEST AVIONICS CENTER - Teterboro, NJ

## Growth and Opportunity are Abundant at Duncan's Battle Creek Facility

In my 19 years at Duncan Aviation, I have had the opportunity to work throughout the company while witnessing growth and change as Duncan rose to its status as an industry leader. I have recently relocated to Duncan's Battle Creek, Michigan (BTL), facility as the Executive Vice President and Chief Operating Officer. I am amazed that regardless of where in Duncan I work or what stage of growth Duncan is in, there is one constant. I am surrounded by great people and work for a company that consistently demonstrates great values.



Skip Madsen

Many of you may be curious about the plans for our Battle Creek and Lincoln (LNK) facilities. We will continue to work on standardizing systems and processes with the ultimate goal of better leveraging our resources to enhance customer service. We want customers to have access to all of Duncan's resources, regardless of which facility they are visiting. We have already taken advantage of our expanded resources in most customer service areas, including sales, production and parts. For example, while completing a GPWS installation in BTL, a part that was critical for completing our ground check-out and certification was delayed from a vendor. A quick call to LNK found the unit we needed; it was shipped to BTL for the check-out and thus we were able to keep the aircraft on schedule.

In addition to parts, we have been and will continue to conduct a "peer-to-peer exchange" of employees between facilities. This helps employees at one facility gain an understanding of the capabilities of the other. Again, this has helped us better serve our customers because we coordinate and schedule projects, we have the ability to shuffle and exchange our labor resources to meet deadlines.

To make the Duncan connection between the facilities more apparent, we will look at phasing out the use of the "Kal-Aero" name in support of the Duncan name. In addition, we plan to continue to invest in our people, our facilities, and our systems. This will let us find even more innovative ways to provide for you, our customers, and ensure that we will stay at the forefront of our industry in technical ability and customer service. I look forward to helping Duncan continue to improve the corporate aviation industry from the Battle Creek location. If you have any questions, comments, suggestions or concerns, please give me a call at **1.800.525.2376**.

Skip Madsen

## Duncan News At-A-Glance

Throughout the year, Duncan Aviation's Lincoln facility has been significantly increasing its airframe structures repair area. Although Duncan has performed limited airframe and significant modifications structure repair for years, the company now has a new Airframe Structures Repair Shop. With eight official members on its airframe "Structures Team," Duncan can perform unlimited repairs on virtually all business class aircraft. Projects completed to-date include the following: frame 409 repair on Challengers; dorsal fin repair in Citations; improved spoiler brackets on Learjets; bolster beam replacements on Falcon 900s; flap/inlet/elevator skins on Learjets; cabin door step replacements on Falcon 20s; structural corrosion repairs on Falcon 50s; dent removal from leading edges; and other various composite repairs. For more information about Duncan's Airframe Structures Repair, call **Skip Laney, Tim Klenke** or **Jeff Manion** at **1.800.228.4277**.

Duncan Aviation's Accessory Shop received FAA approval to repair the housing bores on the commonly worn Cockpit Temperature Modulating Control Valve, p/n 979686-4 or 6600423-11 found on Learjet 55s. This repair restores smooth valve operation and saves the aircraft operator money on repair charges. Give **Chris Gress** a call at **1.800.228.4277** for more information.

Duncan's Accessory Shop now has the capability to clean the Hamilton Standard heat exchanger p/n 744205-x, 775602-x, 790298-x and 815160-x. Earlier this year, a Hamilton Standard Service Bulletin was issued for cleaning the exchanger. Call **Chris Gress** at **1.800.228.4277** for more information.

Duncan Aviation is currently offering special pricing for a limited time only of AlliedSignal's GNS-XLS. If you're thinking about getting rid of your old GNS-500, GNS-x, or GNS-1000 system, call Duncan's Modifications Sales at **1.800.228.4277**.

Duncan Aviation's airframe-specific teams have organized fax newsletters, called *Duncan Intelligence* newsletters, providing technical tips and information to operators of Learjets, Citations, Falcons, IAls and Hawkers. Duncan's engine teams publish similar newsletters for AlliedSignal TFE731 and Pratt & Whitney JT15D engines. If you have not received these newsletters and would like to be added to the fax list, please call **Connie Janak**, Duncan's Database Specialist, at **1.800.228.4277**.

Duncan Aviation's Battle Creek facility received an STC for installing a dual Universal Navigation Corporation UNS-1D Flight Management System using software (SCN) 603.x in a Hawker 800. For more information about this modification, contact **Bob Stickler** or **Dennis DeCook** in Avionics Sales at **1.800.525.2376**.

Duncan Design, Duncan Aviation's completions design group, recently received a First Place award for a Gulfstream II completion in a contest sponsored by the American Society of Interior Designers (ASID). Their winning entry created an elegant interior environment that could be used effectively for both business and entertaining.

Duncan Aviation's Installations Shop has installed and certified AlliedSignal's Enhanced Ground Proximity Warning System (EGPWS) for Hawker 800A aircraft, Falcon 50s, 900s and 2000s, Citation 550s and 650s, Challengers, Astra SPXs and Learjet 60s. Duncan holds 45 STCs for GPWS installations (many of which will be converted to EGPWS). In addition, Duncan has 65 STCs for Flight Management System installations and 72 for TCAS II systems. For more information, call Modifications Sales at **1.800.228.4277**.

## Battle Creek's Carl Coonce Enjoys the Technical Side of Life

Customers and technicians of Duncan Aviation's Battle Creek facility have grown to rely on Carl Coonce, their Airframe Technical Advisor for more than three years and a dedicated employee there for more than 18 years.

Carl's position, similar to that of Duncan Aviation-Lincoln's seven Airframe Technical Representatives, lets him help customers, technicians and Project Managers understand the technical side of business aviation. Troubleshooting, exploring new technologies or repair capabilities as they emerge, explaining repair options and helping off- and on-site customers get back in the air are everyday aspects of his job. And he loves his technical world.

Carl has been working full-time in the aviation industry since 1977. Before joining Kal-Aero in Battle Creek, Carl worked for a few years at a Piper distributor and then a corporate flight department in Indiana. He has held a wide variety of jobs at Kal-Aero, beginning as a foreman for the second shift service department.

Learning to fly at the age of 16 and a former aircraft owner himself, Carl has always been fascinated with airplanes. His love doesn't come from flying them, however; it comes from exploring them, learning about them and improving how they fly. Besides his natural mechanical inclination, Carl holds an A&P license and has attended factory schools and seminars for virtually all of the aircraft on which Duncan Aviation-Battle Creek works. Carl is most knowledgeable, however, on the



Carl Coonce, Airframe Technical Advisor for Duncan Aviation's Battle Creek facility, enjoys working with the technical side of aircraft and helping customers solve their airframe troubles.

Citation, Falcon, Hawker, Westwind and Gulfstream airframes.

Before their affiliation earlier this year, Carl held high opinions of Duncan Aviation and Kal-Aero. He believed Duncan to be an industry leader with high quality standards. Likewise, he believed Kal-Aero's high-quality workmanship led to a loyal and dedicated customer base.

"I believe the affiliation of Duncan and Kal-Aero was a good choice for

both companies," Carl says. "The organizations are very similar in internal structure, the type of aircraft on which they work and their dedication to customer satisfaction."

If you have questions about your aircraft or Duncan Aviation's Battle Creek facility and would like to discuss them with Carl, don't hesitate to call him at **1.800.525.2376**. He'd be more than happy to help you enter his technical world.

## Duncan's Larger Engine Shop Means Greater Capacity, Greater Convenience and Greater Capability

With the affiliation earlier this year of Duncan Aviation and Kal-Aero, Duncan's engine customers—visiting either Battle Creek, MI, or Lincoln, NE—have seen an increase in capacity, capability and convenience while experiencing the same excellent technical service, team-managed approach and high satisfaction to which they've become accustomed.

As one of the few companies authorized to perform line and troubleshooting work on both AlliedSignal and Pratt & Whitney engines, Duncan's multiple locations give operators more options.

Duncan-Battle Creek provides line service for TFE731 engines and is backed up by major capability in Duncan's Lincoln facility. Both facilities can perform MSP work, vibration surveys and fan balancing. In addition, Battle Creek is in the process of purchasing new tooling and JEDA software to run the same pre-MPI five-point data collection as Lincoln, giving Battle Creek the capability to perform all the front-line work necessary for major periodic inspections (MPIs). This gives customers the convenience of having the same organization that performs the engine R&R do the inspection. That allows customers to coordinate their MPIs with exterior or interior completions, system modification or airframe work

at the facility that best meets their scheduling and project needs.

As Authorized Service Centers for the Pratt & Whitney JT15D, both Battle Creek and Lincoln have the tools, training and experience to handle all aspects of JT15D work. Both facilities can perform ESP work and hot section inspections (HSIs) in-house—unless, of course, you choose to have Duncan perform your HSI on the road. In addition, Battle Creek's long-standing relationship with Pratt & Whitney has allowed the Lincoln facility to increase its JT15D capacity.

relationships with engine manufacturers and various heavy maintenance facilities let the Duncan team find the best overhaul price and schedule for the customer.

In addition, by managing the overhaul and the number of new/rebuilt parts used, Duncan can save the operator lots of money. For example, the Battle Creek facility recently saved more than \$30,000 for a customer on a JT15D overhaul.

In addition to the 731 and the JT15D, both Duncan facilities are also authorized to handle major work on AlliedSignal TPE331 engines.

The combination of these two facilities provides Duncan customers with many advantages. There are more options for road trips in AOG situations. Rental engines can be shipped quickly or installed at either facility. With 40 engine technicians, Duncan has more capacity, allowing even quicker responses when an aircraft is broken down. Additionally, the Duncan technicians are working together to share their knowledge and bring the technical expertise at both facilities to an even higher level. And, as you can always expect with Duncan, they have the same commitment to customer satisfaction and high-quality work.

If you're interested in the capabilities of Duncan Aviation's Engine Shop, call **Dan Arrick** in Battle Creek at **1.800.525.2376** or **Cecil Sloan** and **Jon Dodson** in Lincoln at **1.800.228.4277**.

## Duncan's Popular Components Services Capabilities Guide Now Available on Internet

Duncan Aviation's Components Services Capabilities Guide, consisting of part numbers and alternate part numbers for avionic, instrument, propeller and accessory repairs and overhauls that Duncan can perform, is now available on the Internet.

In addition to providing information about the majority of Duncan's Components capabilities, the online guide also explains the benefits of doing business with Duncan Aviation (including free loaner units, a large inventory of exchange units, free technical and troubleshooting advice and fast turntimes).

In addition, the Guide, which will be updated periodically, allows customers to fill out an online credit application, print a shipping label (notifying customers of the correct shipping address—Duncan East for accessory or propeller units and Duncan West for avionic and instrument units), look up availability of loaner or exchange units, reserve a loaner unit, and notify Duncan personnel that the unit will be coming in for repair—all from the convenience of a computer screen.

To access the online Capabilities Guide, visit Duncan's home page at **www.duncanaviation.com**. The Guide is listed as a New item at the bottom of the home page. Or, if you prefer, you can go to the Guide directly by typing in the following address: **www.duncanaviation.com/compts/components.html**. To talk to one of Duncan's avionics tech reps instead, call **1.800.LOANERS**.

## Duncan Aviation Expands Accessory Shop

In August, Duncan Aviation held an Open House for its newly remodeled Accessory Shop. Following the lead of Duncan's Avionics & Instrument Shop, which was moved to a new 40,000-square-foot facility in 1997, the Accessory Shop this year was remodeled and expanded to 9,000 square feet.



Duncan's new Accessory Shop areas have 9,000 square feet of work space and plenty of room for growth.



"The potential for expansion in accessory repair is tremendous," says Todd Duncan, Vice President of Component Services at Duncan. "Over the past two years, Duncan's Accessory Shop has more than doubled the number of send-in customers we serve and this new facility gives our 35 technicians the tools to continue that aggressive growth."

By establishing separate areas for Fluids and Electronics, with an integrated preparation area, the new Accessory Shop more than doubles floor space and allows for the following: set-up of Duncan's altitude chamber; a third starter/generator test stand with AC capability; a third stab actuator test stand; an additional engine-driven fuel pump stand; additional propeller workstations; a larger paint room with separate drying room; an additional lead acid battery service workstation; along with 12 other additional workstations.

In addition to capability expansion, the new shop provides Duncan with the opportunity to triple its accessory technician workforce in the coming years. Five new, experienced accessory technicians were added to the existing 32 technicians during the first six months of 1998, giving the shop more than 250 years of combined technical experience.

In addition, Duncan expects to hire 30 more accessory technicians in the next 60 months.

Although the Accessory & Propeller Services area has expanded, the address for sending accessory units and propellers to Duncan has not changed. Ship them via Federal Express to: Duncan Aviation East, Lincoln Airport, Lincoln, NE 68524. For questions about Accessory capabilities, call **Chris Gress** in Accessory Marketing at **1.800.228.4277**.

## Duncan Installs First EGPWS with Terrain Display in Challenger 601-3A Aircraft

This spring, Duncan Aviation received the first Supplemental Type Certificate (STC) given for installation of an AlliedSignal Mark V Enhanced Ground Proximity Warning System (EGPWS) with Terrain Display in a Challenger 601-3A. Since then, Duncan has completed three of the installations and has a handful more scheduled at its Lincoln, NE, Teterboro, NJ, and Battle Creek, MI, locations.

"Traditional GPWS systems use a radio altimeter to detect flight into terrain," explains Gary Harpster, a Modifications Sales expert at Duncan Aviation. "They operate on the theory that threatening terrain will come up gradually. The trouble is, that theory doesn't apply everywhere."

An Enhanced GPWS system has a terrain database that can provide a more accurate terrain measurement given an aircraft's location and altitude. In addition, it uses traditional GPWS methods to double-check its calculations and as back-up.

"The major safety benefit comes because pilots have a 30 minute or so warning of potentially dangerous terrain, rather than a 30-second warning," Gary explains. "This makes the threat less obvious and provides for a smoother ride for passengers."

In addition, the EGPWS provides pilots with a terrain awareness and display system. Utilizing existing cockpit displays, like your multi-function display, the terrain display is pilot-selectable or displays automatically when terrain is a threat.

Duncan Aviation can now perform the installation in seven business days, provided the Challenger has a Mark V system already installed. What's more, we can perform the installation in Lincoln, Battle Creek or certain satellite avionics locations throughout the United States.

For more information about EGPWS or other avionics upgrades, call **Gary Harpster, Ron Hall, Steve Elofson** or **Dave Pleskac** in Duncan's Lincoln Modifications Sales at **800.228.4277** or **Bob Stickler** or **Dennis DeCook** in Duncan's Battle Creek Modifications Sales at **1.800.525.2376**.

Look for our top-rated avionic, instrument and accessory services at:

Lincoln, NE ■ Battle Creek, MI ■ Chicago, IL ■ Dallas, TX ■ Denver, CO ■ Ft. Lauderdale, FL ■ Santa Ana, CA ■ Scottsdale, AZ ■ Seattle, WA ■ Teterboro, NJ ■ Van Nuys, CA ■ White Plains, NY

# We're Here To Keep You Flying.

Free Loaner Units Quick Turntimes  
Free Tech Rep Assistance World Class Service

DUNCAN AVIATION

Duncan Aviation West  
3410 W. Mathis St. • Lincoln, NE 68524  
402.475.2611 • 800.LOANERS  
Fax: 402.479.4213  
http://www.duncanaviation.com

Houston, TX ■ Las Vegas, NV ■ Long Island, NY