



# LEARJET EXPERIENCE.

Unlike any other.

Duncan Aviation provides Learjet operators the ability to maximize an aggressive downtime with true one-stop capabilities that include airframe, engine, paint, interior refurbishment, and a wide variety of avionics upgrades. We have excellent relationships with the OEM, the FAA, and EASA, and are certified for 11 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% quality approval rating and a 97% approval rating for project coordination. Over the last three years, Duncan Aviation's on time delivery rate for Learjet events approaches 90%.

**DUNCAN**  
AVIATION



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



## DUNCAN AVIATION AND THE LEARJET

A Legacy built from the beginning  
that continues for the long haul.

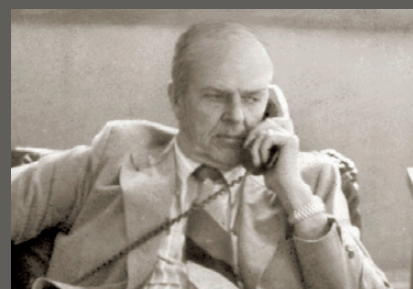
In 1963, the Learjet, known as the first affordable business aircraft, rolled out of production and took to the skies, laying the foundation of the business jet market. After nearly 60 years of production, the last to bear that name was delivered, closing out a storied legacy of high-performance, innovation, and celebrity.

Duncan Aviation is the longest-running family owned MRO to support the Learjet airframe from beginning to end.

Donald Duncan, the founder of Duncan Aviation, was a visionary and entrepreneur. He took chances and made deals, all with a handshake. Recognizing the value of the Learjet market, he led Duncan Aviation to become one of the original Learjet Aircraft Sales Distributors in 1963. Soon after, the company took possession of its first Learjet 23, lucky serial number 13. It was the first of what would ultimately become more than 1,000 jets Donald would sell. In his lifetime, he sold #13 five different times.

In 1967, Learjet airframe maintenance became a more significant part of Duncan Aviation's future as the company shifted from being a sales distributor to one of the first independently owned Learjet Authorized Service Centers, a designation all three Duncan Aviation MRO (Maintenance, Repair, and Overhaul) facilities still hold today.

Over the last 10 years, Duncan Aviation has worked on 1,595 different Learjet aircraft. That is approximately 88% of the current active fleet, completing 17,872 different projects and closing 22,395 work orders.



Donald Duncan was gifted in many ways. He had an ability to communicate innovative ideas and bring people together to accomplish collective goals. During his lifetime, Donald owned a farm, an automobile dealership, a bank and an aviation company. Of the four, his name remains on the aviation company.

Donald loved to fly, but his passion went beyond flight. He spent 60-80 hours a week connecting with people on the phone. He had an uncanny ability to relate with people and help their dreams come true. Donald's word meant something. His handshake on a deal was good.



Donald Duncan  
(1922-1980)



# MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

Duncan Aviation has three full-service facilities located in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah. All are Bombardier Authorized Service Facilities. These facilities are approved for line and base maintenance on all variants of Learjet aircraft and provide comprehensive services for Bombardier aircraft including airframe, engine, paint, interior, engineering/certification, avionics upgrades, landing gear (classic Lear), component repair, landing gear inspections, 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 in the field by nearly 30 Satellite facilities and a network of Rapid Response technicians 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 10 years, Duncan Aviation has invested more than \$275 million in new facilities and increased capabilities to better serve customers and their aircraft.



Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah





# KNOWLEDGEABLE AND experienced airframe-specific teams.

Learjet operators have the support of technical teams who know and understand the Learjet airframe. These teams include technical sales representatives able to provide complete and accurate quotes based on years of Learjet maintenance and refurbishment experience, tech reps able to help with troubleshooting and OEM relations, engine technicians experienced in Honeywell and Pratt & Whitney engines.

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 10 years, Duncan Aviation has invested more than \$36 million in technical and soft skills training for its team members.



*"We have been taking aircraft to Duncan Aviation consistently since 2013, and my overall experience has been excellent. It seems like everyone there has the same "can do" attitude and it shows with the product they consistently deliver. I can't say enough good things about the people actually working the aircraft from maintenance to avionics to interior to paint. This includes the Tech Reps, Team Leads, Leads and Technicians. Due to Duncan Aviation's capabilities and resources, when an issue pops up, they have the unique ability to pivot and make it happen with little to no impact to our overall release date."*

Director of Maintenance





#### Duncan Aviation Engine Capabilities:

- Honeywell MSP/Warranty Authorized Major Service
- TFE731 Major Periodic & Core Zone inspections
- Pratt & Whitney ESP Authorized (New Designated overhaul facility for PW500 & PW300)
- Turbofan engine test cell (20,000 lb. Thrust Class)



Lear 45 Honeywell Primus Elite

*"Rene Cardona had a solid sales plan, and constantly updated us on the progress of the sale. He was up front about the strengths and weaknesses of our aircraft from a market perspective, realistic in the estimation of the aircraft's value, and had a good gauge of the interest level of potential buyers. Rene was very familiar with the Lear 30 series, and helped us understand what potential buyers would be looking for and what they would be expecting. Having access to the maintenance side of Duncan Aviation was a big help in estimating the potential cost of issues likely to come up on the pre-buy, and ultimately allowed the sale to be completed to the satisfaction of both seller and buyer."*

Guice Slawson Jr, Chairman, President, Owner of Southeast Forest Products



## 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 keep that number one of the highest in the industry.



*“We use myDuncan whenever we have a major maintenance event going on. Even though we are only 20 minutes away from the Duncan Aviation facility in Battle Creek, 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.”*

Greg Hamelink, Senior Manager of Flight Operations and Maintenance



# 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
- In-house engineering capability for reconfigurations and major alterations
- Entertainment, cabin control, and air quality systems
- Connectivity solutions
- LED interior lighting options with mood and color customizations
- Flight deck upgrades





VIEW GALLERIES HERE:  
[www.DuncanAviation.aero/gallery](http://www.DuncanAviation.aero/gallery)













