



SPRING 2007

Unveiling Our Latest Expansion

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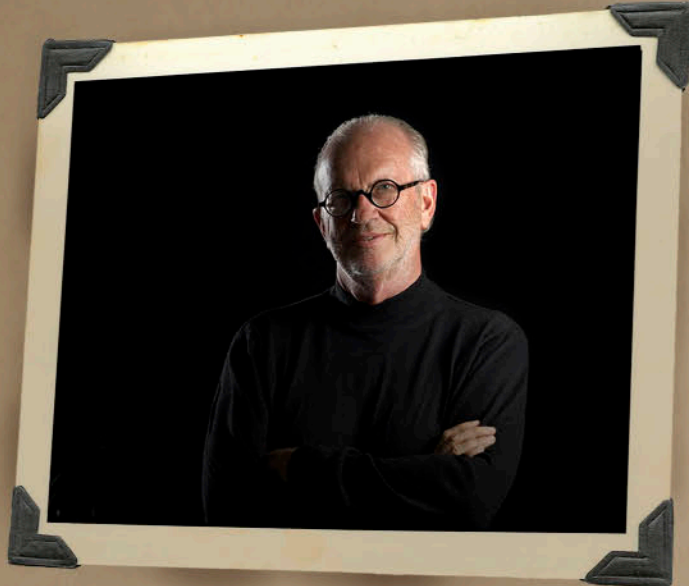
ON THE COVER: Upholstery Specialist Kristene Sales works on a seat pattern in Duncan Aviation's new Interior Shop in Battle Creek, Michigan.

PICTURED LEFT: Engine Technician Jack Hamstra inspects an engine afterbody.

For more information about the Duncan Debrief publication, contact Duncan Aviation's Marketing Communications Team at 402.475.2611.



Note from J. Robert



In the last Duncan Debrief I spoke a great deal about how my family and my Duncan Aviation family are virtually indistinguishable to me. Families do many things together; they work, play, learn and grow together. They also help each other and share traditions. They often extend out through their growth and become more inclusive. We've all had friends who were so close they were like family. At Duncan Aviation, many friends who become like family are first called customers.

All these family qualities are found within Duncan Aviation. Because Duncan Aviation's family atmosphere developed naturally over time, employees feel a true sense of togetherness and caring. At Duncan Aviation we have cookouts, appreciation dinners, holiday dinners, an annual summer (picnic) family outing and celebrations of all kinds, many generated from within individual departments. We are concerned about everyone's health and fitness and promote internal sporting events. The people who make up Duncan Aviation display a true sense of togetherness because of these values and we never forget our close friends because they are included in the many fun activities we share as well.

Many employers have made claim to advancing family values within the framework of their companies. Twenty years ago it was fashionable to speak of a family style commitment within well-meaning companies. But these are not fly-by-night, fad types of values. You either have them and they become part of your culture or you do not.

I think one of the reasons family values are so pronounced at Duncan Aviation is because we've never lost sight of the fun factor that a family shares. In many organizations, work becomes the sole factor driving employers and employees. That has never been the case at Duncan Aviation. We know that true families thrive on fun, as well! That's why when family values evolve naturally within a company rather than being artificially instilled, the entire tone of the company becomes different.

Fun is required at the workplace in order to maintain true family values. Duncan Aviation understands this, promotes it and participates in it. It was quite evident in our 50th Anniversary Celebrations in 2006.

I said once before that Duncan Aviation had been built through a "myriad" of small decisions. But true family values were something that was never "decided" on; they came naturally. Many of our competitors are mystified by our success. There's no mystery to time-tested family values. It's another Duncan Aviation secret that's really no secret at all.

Sincerely,

Chairman,
J. Robert Duncan



"I've learned so much from my dad (Robert Duncan) and grandfather (Donald Duncan). Their passion for aviation covers more than 50 years and they did a fantastic job of reacting to industry forces and molding Duncan Aviation into the company it is today. The challenges of the 21st Century will be far different from anything we have faced to-date.

The future is always full of opportunities and pitfalls. Duncan Aviation through Robert and Donald's leadership navigated challenges successfully for more than 50 years. I feel confident that the teams Duncan Aviation has in place today and the company's characteristic work ethic, unique culture and excellent people will serve us well as we now position Duncan Aviation for future generations."

Todd Duncan

Jerry Cable Becomes New Accessory Technical Representative



Jerry Cable has accepted the position of Accessory Technical Representative for Duncan Aviation. In this capacity, Jerry will provide customers with accessory component technical support and troubleshooting, as well as training to both production and customer service employees for Duncan Aviation's Lincoln, Nebraska, accessory teams. This new position will strengthen Duncan

Aviation's technical support for customers and ensure continued growth of personnel, capabilities and services.

Jerry came to Duncan Aviation in April 1997 as a technician on the hydraulic team. Since then, Jerry has cross-trained on five teams within the accessory shop. He has served as a crew leader and team leader in the accessory shop prior to being named a Master Technician. Jerry is also a Qualified Inspector.

If you have accessory related questions, please contact Jerry at 800.228.4277 ext. 8112 or call him direct at 402.479.8112. 📞

New "BowesBerry Team" Connects Customers with Duncan Aviation's Parts Components and Services Group (PCS)

Duncan Aviation has a new dedicated sales team to help customers with all their parts and component service needs. This new team of Lee Bowes and Dave Molsberry (a.k.a. BowesBerry) will help customers understand the broad scope of Duncan Aviation's capabilities in these areas.



Lee and Dave are proud to represent the top-rated avionics and instrument facility in the U.S. as determined by *Professional Pilot* magazine's annual PRASE survey. They will be your ongoing sales contacts for help with all your parts, accessories, propellers, avionics, instruments and rotables needs. Let them know how they may be of service to you. 📞

Duncan Aviation Installs and Updates STC for Honeywell's EPIC CDS/R System in GIII

Duncan Aviation recently installed and updated the certification for Honeywell's Primus EPIC Control Display System/Retrofit (CDS/R) for a Gulfstream GIII. Duncan Aviation, a full-line Honeywell dealer, performed the three-display CDS/R installation and updated the Supplemental Type Certificate (STC) for the latest EPIC version and software. Duncan Aviation also offers the EPIC CDS/R solution for the Falcon 900, the Hawker 800/800XP/1000 and the Challenger 601-3A/R.

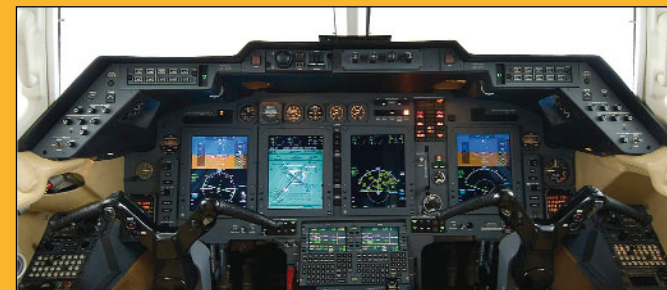


"Duncan Aviation is offering the EPIC CDS/R as a continuation of our *Glass Box Project*, a focused program to evaluate, install and certify the best of the emerging flat-panel retrofit technologies in select airframes," said Gary Harpster, Duncan Aviation Avionics EPIC Sales Leader. "Our customers are surprised at the low price and minimal downtime required for a major panel changing event."

The EPIC CDS/R is an integrated system featuring large 8x10-inch LCD displays, increased situational awareness capability, comprehensive system flexibility and a clear path for upgradeability that will allow for Electronic Charts and Graphical Satellite Weather display within a year. This latest EPIC version retains the existing Autopilot, Air Data Computers, FMS and reliable Pro Line II Radios. The system also provides the benefits of advanced system integration resulting in reduction of weight and parts count. Each Primary Flight Display alone replaces up to 10 conventional instruments, resulting in fewer units to maintain.

Duncan Aviation's *Glass Box Project*, introduced in 2004, is a focused effort to make available the latest in the emerging flat-panel retrofit technology. Reduced downtimes, risk and investment are being delivered with thorough preplanning with customers, the FAA, avionics and airframe OEMs and our in-house engineering team. With 26 retrofits on six different platforms already completed and many more projects in work, Duncan Aviation is leading the AMLCD (Active Matrix Liquid Crystal Display) avionics retrofit movement into multiple airframes with systems from leading equipment manufacturers. 📞

Duncan Aviation Completes First-Ever Pro Line/IDS in a Hawker 800



Duncan Aviation's *Glass Box Project* recently added the Pro Line/IDS solution for the Hawker 800 series. Pending certification, this first-ever project was completed at Duncan Aviation's Battle Creek location and includes four Collins Pro Line 21/IDS 8x10-inch active-matrix LCDs. The LCDs will be used as Primary Flight Displays and Multi-Function Displays. Final STC certification is expected soon.

For the first time ever in a Pro Line 21/IDS retrofit solution, mechanical engine instruments were eliminated and the engine parameters are now displayed on the center Multi-Function Displays. A newly fabricated one-piece panel allowed Duncan Aviation to install four displays instead of only three. Dual IFIS-5000 File Servers were also installed providing Electronic Charts, Graphical Satellite Weather, enhanced moving maps and electronic charts creating the path for a paperless cockpit. The RVSM approval was refreshed to include the altitude/vertical information on the LCDs. The Pro Line 21/IDS solution offers the future upgrade capabilities for planned WAAS and LPV approaches, enhanced vision technology and the recently announced ADS-B. The aircraft retained the existing Autopilot, Air Data Computers and the reliable Pro Line II avionics. 📞

Duncan Aviation Offers New King Air Six-Year Landing Gear Inspection Service

Duncan Aviation has offered an ultra-thorough King Air Landing Gear Overhaul inspection service for many years. Today, Duncan Aviation has expanded that service to a new inspection that satisfies Hawker Beechcraft's basic six-year gear requirement minimums. In addition to costing less than the overhaul, the new inspection is completed with less downtime. 📞

Duncan Aviation Announces Major Reduction in Hawker Landing Gear Overhaul Costs

Duncan Aviation has reduced the price for Hawker landing gear overhauls to \$92,900. This price includes the parts and labor to overhaul a full set of Hawker 400/600/700/800/800XP or 1000 landing gear. This is a savings of more than \$17,000 for Duncan Aviation customers.

For additional details about this major cost reduction please contact Joy Damian at 402.479.8104 or Bryan Hermsen at 402.479.4216. 📞

John Bieber Promoted to Vice President of Aircraft Service

John Bieber was recently promoted to Vice President of Aircraft Service for Duncan Aviation's Battle Creek facility. This is a new position, created to strengthen the leadership team in Michigan in support of Duncan Aviation's vision for continuing growth. In this new role, John will provide leadership for our Battle Creek airframe, engine, accessory and paint production areas.



John came to Duncan Aviation in 1985 as an Airframe Team Leader in Lincoln. During the last 21 years he has moved from Team Leader to Night Shift Supervisor to Airframe Assistant Manager and then to Manager of Airframe Services. His success at growing the Lincoln shop over the past 10 years has prepared him well for the opportunity ahead in Battle Creek.

John began his responsibilities in Michigan in January and he and his family will soon relocate to Michigan. John can be reached by calling 269.969.8447. 📞

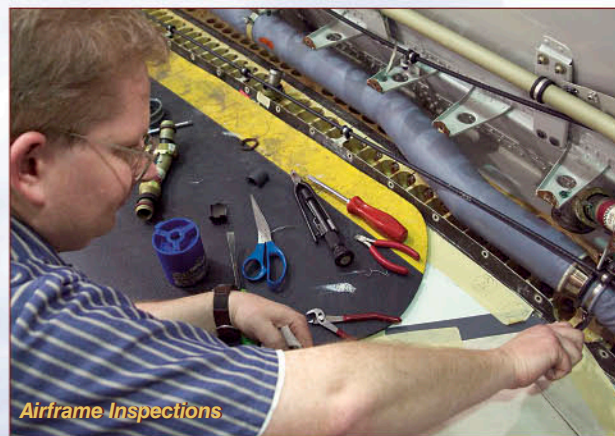
Ted Miller Appointed Manager of Modifications & Completions Sales



Ted Miller was recently selected as Manager for Duncan Aviation's Modifications and Completions Sales Group in Michigan. This is a new position, created to strengthen the leadership team in Michigan in support of Duncan Aviation's vision for market growth. Ted will provide leadership for our Michigan-based Installations, Interior and Paint sales teams and the Completions Design team.

Ted's aviation career began with J.E.T. Electronics in Grand Rapids, Michigan, as an avionics technician. He joined Duncan Aviation in 1986 as Manager of our satellite Avionics Shop located in Chicago before moving to Lincoln in 1988 as an Avionics Technical Representative. In 1993, he joined Duncan Aviation's Parts Support Services in an avionics sales role and became the leader of this group in 2002.

Ted and his family are relocating to Michigan and Ted may be reached at 269.969.8435. 📞



Airframe Inspections



Interior Completions



Cabinet Finish



Ultimate Unveiling

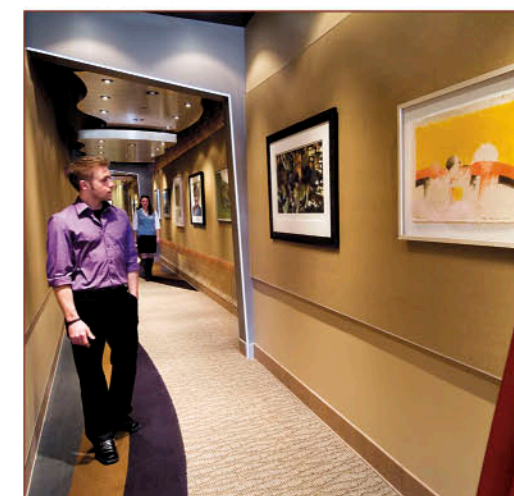
Battle Creek Reveals A Fabulous Makeover

“Wow!”

This is the most common word uttered by recent visitors to the expanded and remodeled Duncan Aviation facility in Battle Creek, Michigan. A lot of visitors knew that Duncan Aviation was expanding – it is easy to spot the new 40,000-square-foot maintenance hangar from a distance – however, new visitors had no idea how deep the renovation went until they stepped into the lobby, the shops, the hallways and other revamped areas.

As they do with their legendary service, Duncan Aviation went above and beyond during the expansion. Yes, 123,000 square feet were added, but there’s more. Way more. Every shop was moved and redesigned for efficiency. The customer areas were gutted, expanded and renovated with a contemporary aesthetic and a dedication to optimum convenience and comfort. New entry signs were installed providing a dramatic welcome to all who enter. Employee areas were upgraded and a new color scheme stretches across the entire campus from the front entrance to the most remote back-shop.

Duncan Aviation has always felt different somehow, it is not something that is easy to describe. The employees are happy, friendly and they smile a lot. The customers smile a lot too. The family atmosphere and fun attitude that permeates the Duncan Aviation culture is palpable. With this renovation, the Battle Creek facility looks as good as being there feels.



ABOVE: Contemporary light fixtures accent the surrounding colors, textures and unique styling of the recent renovations in Duncan Aviation–Battle Creek’s main customer entrance.

FACING PAGE: A completed Falcon 2000 leaves the new 19,200-square-foot, dual zone paint hangar as a GIV waits for the stripping process.





Creature Comforts

Every amenity that Duncan Aviation customers expect, and some they don't, have been added or expanded during the lobby and lounge renovations.

The lobby and lounges double as an internet cafe with free wireless internet as well as coffee and snacks. Eleven private offices with space to lock valuables are available for customers. Each office has a private phone and free wireless internet service. A large conference room is also available. Once again, there's more. These aren't your everyday offices. Curved walls, contemporary light fixtures and luxurious materials surround each guest. These spaces are not only places to get work done; they are comfortable, upscale second offices for Duncan Aviation customers.

Do you love the feel of leather seats? How about watching your favorite sport on a wide-screen TV while relaxing in a leather recliner? Duncan Aviation's TV room feels just like home to many. It is a perfect spot to relax, unwind and catch up on the headlines of the day and see the highlights of your favorite team's latest game.

All of these things would feel empty without Duncan Aviation's customer service team. Each member of this team of six in Battle Creek takes pride in finding that one thing, that extra piece of the puzzle, that makes each guest's visit special. They are the front line of the Duncan Aviation team's tenacious dedication to individual customer attention and care.



ABOVE: A new feel for the customer lobby, with direct access to the second floor sales and design offices. A contemporary aesthetic welcomes guests with a sense of open space and comfort.

FAR LEFT: A lounge area for informal meetings is centrally located for easy access to everything.

LEFT: It's home away from home for guests, who can sink comfortably into the luxurious, oversized leather recliners in the TV room.



The new avionics installations shop was designed with teamwork in mind, with ample space for large projects. This shop and the adjacent Avionics Line shop are ESD safe areas for repairing and troubleshooting electronic components.

The new interior completions shops cover 9,000 square feet across three floors. They feature excellent lighting for the 112 members of the interior team, and facilitate collaboration with customers.

Comfortable and efficient in their new shop, the seven members of the Battle Creek Accessory Team offer quick turn times and schedule flexibility.

Wide Open Spaces

There seem to be no limits to the service of Duncan Aviation, just as there are no limits to your access to the teams working on your aircraft. Feel free to roam the hangars and the shops. When you do, you will witness the artistry behind your new interior and the ingenuity of the experts troubleshooting your squawks.

The following is a list of just a few of the shop renovation highlights; you are sure to find many more impressive details during your next visit.

The new 19,200-square-foot paint hangar was built with the latest in air flow technology, including automatic monitoring and alarms, to provide the best paint environment possible for aircraft and the technicians who

paint them. To increase efficiency, the hangar was designed to accommodate multiple aircraft at once, utilizing a two-zone airflow system. With this design, Duncan Aviation paint teams can perform stripping, sanding, painting and detail work on multiple aircraft simultaneously. The meticulous team of 60 plans to paint 40 additional aircraft in this facility in 2007.

The new interior shops cover 9,000 square-feet over three floors. There are separate areas for creating and refurbishing cabinetry, carpet storage and cutting, finish (including two down-draft finish booths), sewing, burn testing and interior completions. All of these areas are spacious, feature excellent lighting and are conducive to the creation of interior artwork. The 112 members of the interior team are known for their

professional, can-do attitude and the open nature of the shop areas allow for customer collaboration – an essential element for making customer dreams a reality.



A Challenger's old rosewood drink rails sit ready for re-veneer and reinstallation as craftsmen work in Battle Creek, Michigan's new cabinet shop.

The new avionics shop area is 6,300 square-feet, and houses the 61 Technicians, Team Leaders and Managers that make up the installations and line teams. The shop was designed for teamwork and efficiency with twelve workstations, an 800-square-foot sheet metal room, four fully loaded "repair benches" for line work, a Softset and an ESD (Electrostatic Discharge) floor. Customers have complimented the area for its convenient location and easy access. They are also very impressed with the clean, bright, modern and spacious layout of the area.

The new maintenance hangar is a jet technician's dream. Clean, efficient and state-of-the-art, this is a place where Duncan Aviation's specialized teams thrive and customers feel proud to bring their aircraft.

This expansion is for customers – more and more of them every year. This expansion is also for Duncan Aviation team members, the individuals responsible for each customer's satisfaction. The passion Duncan Aviation employees have for going above and beyond for every customer created the demand that necessitated this growth.

Come check it out and be prepare to be "WOWED."



TOP: This photo shows roughly half of the new 40,000 square-foot maintenance hangar. The clean, safe and spacious environment is a jet technician's dream, with plenty of room to work, even when all three hangars reach maximum capacity at 55 aircraft.

ABOVE: Airframe team members Steve Gehres and Chris Karinen install the Air Driven Generator (ADG) on a Challenger 600.

LEFT: Using the new four-ton overhead crane, Engine team members Alex May and Allen Goemmel remove the #3 Honeywell TFE731-60 engine from a Falcon 900EX to perform a Service Bulletin.

On May 15th,
you'll want to be right here.



Battle Creek To Host Intelli-Conference 2007

Symposium offers face-to-face forum discussion with Industry Experts, IA credit classes

On May 15, we will be hosting our popular Intelli-Conference Symposium and unveiling our newly expanded and renovated 325,000-square-foot facility in Battle Creek, Michigan.


Many are familiar with our Duncan Intelligence newsletters – faxed and e-mailed publications packed with valuable technical tips for the most-used makes and models of business aircraft.

A natural extension of these publications, the Intelli-Conference Symposium is your chance to discuss aviation issues with industry experts in a face-to-face forum.

The one-day event will feature six unique sessions, four of which are approved for 2 hours of IA renewal credit. We will be giving tours of the remodeled and expanded facility and will wrap up the event with our signature dinner experience at the Gilmore Car Museum.

Hundreds of aviation professionals just like you have taken part in these events during the many years we have been hosting them. It has been a few years since our last event, and we know that the demand will be high. So don't delay, register early and be sure to get your first choice of classes – the schedule will allow you to take up to three. You will also have the ability to take a tour instead of a class if you wish.

Participants will also have the opportunity to meet with industry experts from AirCell, L3 Communications, Max-Viz, Rockwell Collins and Universal.

To register for this free event, go to www.DuncanAviation.aero or call 800.525.2376 ext. 8440. 

Class Topics

Auxiliary Power Unit Troubleshooting:

This presentation covers common APU problems, steps needed to properly troubleshoot the APU, and general APU familiarization is also covered. Maintenance crew, pilots and anyone associated with APU operations will benefit from this class. (2 hours of IA credit)

Corporate Aircraft Painting:

The class will present everything you need to know about the process of obtaining and managing the exterior refurbishment of your aircraft. From the crucial early steps of the service selection process to design selection to the job itself and after-delivery care, this class covers it all. (2 hours of IA credit)

Engineering and Certification:

This class offers an overview of the regulatory requirements for documentation of major alterations and repairs. It includes discussion concerning the various FAA designees (DER's and DAR's) and their roles in the approval and conformity process. (2 hours of IA credit)

Human Factors presented by FlightSafety:

The main focus of Human Factors In Aviation Maintenance is to heighten every aspect of awareness of the maintenance professional. The course will demonstrate how improved individual performance will improve organizational performance and how developing all of your talents will allow you to have a positive impact on your organization. (2 hours IA credit pending)

Panel Discussion of Hot Industry Topics:

With topics suggested by you, this 2-hour session will be an open discussion of current industry topics and trends.

The Future of Avionics Technologies: This course educates maintenance personnel, pilots, and owners about emerging avionics technologies. It will cover systems for both the flight deck and the cabin to include: Cabin Systems, Satellite Weather, Satcom Telephones, High Speed Data, EVS, LCD EFIS Displays and various mandates.





“AN EXTENSION OF OUR FLIGHT DEPARTMENT.” • “COMPLETED 3 DAYS AHEAD OF SCHEDULE.” • “EXPERTS IN THEIR FIELD.” • “VERY PROFESSIONAL.” • “AS THOUGH I WERE THEIR ONLY CUSTOMER.” • “I WILL BE COMING BACK.”

Word on the Ramp:

DUNCAN AVIATION'S CITATION SERVICE "HIGHLY RECOMMENDED"

It is not a very well-kept secret that Duncan Aviation has a strong history and reputation in Citation service. A service center since 1972, the experience is deep and the connection is profound. From the beginning, Duncan Aviation contracted with Citation to repair the avionics on the 500, since they were known to have the best avionics shop in the country. Today, 35 years later, we are still supporting the fleet.

Over the years, hundreds of customers have experienced Duncan Aviation's Citation Service, and more and more are joining the club every year as new models enter the market.

In just the first few months of 2007, Duncan Aviation performed service on Citation models from the newly minted Mustang to the super-sized 750 and most everything in-between.

From airframe maintenance to paint, avionics upgrades, interiors, engines, components, accessories and more, Duncan Aviation Citation technicians have done it all, seen it all, and are phased by nothing.

HERE IS WHAT SOME CITATION OPERATORS HAVE TO SAY ABOUT THEIR RELATIONSHIPS WITH DUNCAN AVIATION:

"My experience at Duncan Aviation with a Phase AH inspection and 10-year airframe inspection was excellent. Our Citation X was completed three days ahead of schedule and with very positive feeling. We plan on continued heavy maintenance checks to be performed at Duncan Aviation in the future."

Brad Schler, Director of Maintenance,
Citation 750, RNW Enterprises LLC.

"Almost five years ago, I flew all the way from Atlanta, GA, to Battle Creek, MI, to have my aircraft painted at Duncan Aviation in conjunction with a maintenance event. I was very pleased with the quality of the job at the time, but I am even more impressed today. I am still getting compliments on the paint; it still looks brand new. There is no doubt that I will be coming back to Duncan Aviation when this 650 needs paint again."

Tom Lyons, Chief Pilot,
Citation 650, CGW Southeast Management.

"During my project, the technicians were able to work through several unexpected maintenance issues and deliver the aircraft on time in spite of the added work. Duncan Aviation's capabilities cover nearly every aspect of Citation maintenance and refurbishment. Their knowledge and experience keep downtime to a minimum. This is important—after all, my job is to keep the aircraft in the air."

Stan Hepler, Director of Maintenance,
Two Citation 560XLs, Biomet, Inc.

"In order to keep our overall aviation department costs to a minimum, we have elected to utilize Duncan Aviation as an extension of our flight department. I can say without hesitation that Duncan Aviation has offered us the highest level of service and support of any maintenance facility we have ever visited. We have tried other facilities in the industry, but without the level of success we have achieved with Duncan Aviation."

"What I find most impressive about doing business with Duncan Aviation is when I have unscheduled maintenance items and potential AOG problems. Duncan's team of professionals attacks my problems as though I were their only customer; finding solutions, acquiring parts and getting me up-to-the-minute time frames as to when I will be ready to fly again."

Jad Donaldson, Chief Pilot,
Citation 560XLS, Avfuel Corporation.

"Duncan Aviation has consistently provided us with excellent support and service in avionics as well as maintenance. They have remained very professional and courteous for every event and transaction and I consider them highly competent, supportive and very knowledgeable in the areas of expertise. I can confidently recommend Duncan Aviation as a solid and reliable operation and experts in their field."

Michael Van Meter, Chief Pilot,
Citation 560 Ultra, Elkhart Brass Mfg. Inc.

"Our experience at Duncan always has been, and continues to be, a very good one. I would highly recommend Duncan Aviation's engine services to anyone that has a desire for quality."

Chad Creevy, Chief Pilot,
Citation 500, Trendway Corporation.

DUNCAN AVIATION'S PARTS, COMPONENTS AND SERVICES

PCS NOTES Duncan Aviation's Avionics/Instruments capabilities include repair/overhaul for more than 18,000 units including Air Data, Radar and Primus II systems. Our turntimes are the fastest in the industry and we know the Pro Line I and II systems.

Duncan Aviation also specializes in providing a wide array of Citation rotables for fast-paced flight departments.



Duncan Aviation,

DUAL BENEFITS FOR FALCON OPERATORS

At Duncan Aviation, we are proud of our dual Dassault Factory Authorized Service Center designations—one in Lincoln, Nebraska, and one in Battle Creek, Michigan. But just what do these designations mean to Falcon operators? They mean that no matter which Duncan Aviation location you come to, you can rest easy knowing all our technical representatives are in close contact with the Dassault home offices in Teterboro, New Jersey.

Duncan Aviation has three Falcon technical representatives; Ron Grose, Kevin Bornhorst and Mark Goertzen. All three have, in the past or present, participated on several Dassault advisory boards and combined have 85 years of aviation experience! Dassault regularly educates and releases up-to-date information of what is on the horizon for Falcon aircraft to our technical representatives.


This wealth of knowledge about what is coming in the future helps Duncan Aviation prepare in advance, enabling us to get ahead of the process when scheduling your major events. Duncan Aviation's awareness, experience and time-tested procedures provide operators with efficient turntimes, resulting in the lowest downtimes in the industry.

Duncan Aviation's Falcon Team routinely helps operators who are looking to change ownership of an aircraft. Our Falcon

specialists assist by answering questions to help buyers get the right evaluation. Duncan Aviation's in-house records and research team assists operators in addressing day-to-day maintenance issues. These researchers are experts at searching through records for a pre-buy event.

As a pre-buy event progresses, operators can take advantage of the additional services Duncan Aviation offers in paint, interior and avionics. Specialists begin working through design specifications before the aircraft transaction is complete so Duncan Aviation teams can begin modification and refurbishment work without delay or aircraft relocation.

Duncan Aviation's online approval system, *myduncan.aero*, allows squawks to be approved and questions answered via the internet in a timely fashion. Falcon operators who have used the program enjoy the added benefits, not to mention *myduncan.aero* can be accessed at their leisure.

The benefits of using a Dassault Factory Authorized Service Center are clear. The benefits of using Duncan Aviation for your next Falcon event become even clearer when operators consider the hundreds of years of cumulative technical experience acquired by dozens of Duncan Aviation Falcon technical specialists. No other company can make these dual claims and operators can expect lasting, high-quality results. 

Innovation is a key part in the success here at Duncan Aviation. Recently, the Research and Development (R&D) team here at Duncan Aviation was tasked with the problem of moving an airplane when its landing gear had been removed for repair or overhaul. The solution was to design and develop a set of gear to be used until the original gear was re-installed. The newly developed Duncan Aviation Falcon Ground Tow System is designed to support Falcon 50, 900 and 2000 models during towing and non-engine run operations. The gear interfaces with the original landing gear mounts and will support up to 48,000 pounds. It is also designed to support all model wheel assemblies through an interchangeable axle system. The landing gear was put through a rigorous load testing cycle to ensure it would perform as expected. It was then successfully installed on a Falcon 900 in Battle Creek, Michigan, allowing movement of the aircraft from a maintenance hangar to the paint facility. Here at Duncan Aviation our employees are always looking to improve our already efficient procedures, improving the customer experience.

Falcon Tow Gear

Dassault Aviation introduced a Corrosion Prevention and Control Program (CPCP) in October 2004 to address the aging effect on aircraft structure and guarantee the airworthiness of Falcon 50 model aircraft that are approaching 30 years of age. Operators who are operating Falcon 50 aircraft that are approaching the 30-year mark and who are planning the next "C" inspection at this time need to be aware of the additional service bulletins requiring compliance as defined in service bulletin 460. Many additional service bulletins that address corrosion issues are listed in this service bulletin. This will assist you in your budgeting for your next "C" inspection. Please look for more information to come.

Please contact Ron Grose in Lincoln at 800.228.4277 ext. 1640, Mark Goertzen in Lincoln ext. 1511 or Kevin Bornhorst in Battle Creek at 800.525.2376 ext. 8482 for technical assistance.

The CPCP Program

SEALING PANDORA'S BOX



If you operate a Hawker 800 or 800XP, did you know that your Avionics Bay Door could be a potential Pandora's Box! If you have received RVSM certification, the Avionics Bay Door becomes a crucial element in that certification. If the door is opened for unscheduled maintenance or is opened by a technician who doesn't understand RVSM certification, your RVSM certification will be disturbed and you will have to go about the costly and time-consuming business of bringing it back to specs per the maintenance manual (Chapter 34-11-29 Paragraph C). This could be especially costly and require unnecessary downtime if you happen to be at a location with little avionics support and facilities who do not understand RVSM certification including the important required step of repainting the Avionics Bay Door area.

Fortunately for you, Duncan Aviation has the perfect solution, a solution that can keep Pandora's Box closed and keep you from suffering a major downtime event simply because you didn't have easy access to "the boxes behind the door." Duncan Aviation has an STC that will allow for 180 degree rotation of these avionics boxes. This procedure permits the boxes to be removed from the Nose Wheel Bay Area. This preserves RVSM certification and will put your mind at ease knowing that your RVSM certification is safe under any circumstance.

To learn more about how to keep Pandora's Box closed, please contact Dan Fuoco in Lincoln at 402.479.1502 or Dale Hawkins in Battle Creek at 269.969.8463.

Excerpt from Hawker maintenance manual (Chapter 34-11-29 TR 34-3 Paragraph D)

D. RVSM Critical Area Inspection

- (1) Do a visual inspection of the RVSM critical area. Inspect the skin for any bump, cavity, surface roughness or other damage that alters the profile of the airplane skin. Make sure that there are no paint runs, blisters or lifted paint chips present in this area (Ref. Figure 601 (Sheet 1 of 2)).

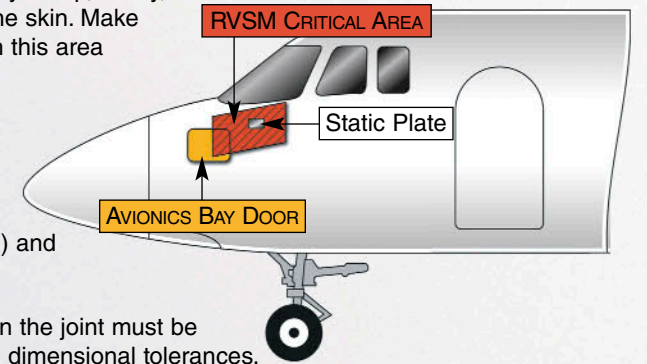
Note: Paint chips are acceptable provided the edge is not lifted.

- (2) Inspect the installation of the vertical skin joint forward of the static plate in the RVSM critical area (Ref. Figure 601 (Sheet 1 of 2)). Into wind height variation on this joint must not exceed 0.010 in. (0.254 mm) and the out of wind variations must not exceed 0.030 in. (0.762 mm).

- (3) If the joint defined in paragraph 3.D.(2) exceeds these dimensions, then the joint must be faired with aerodynamic filler (Item 396 or Item 397) to comply with the dimensional tolerances. Fair the joint at a gradient of approximately 50:1.

Note: If the height variation of the skin joint exceeds 0.050 in. (1.270 mm) contact Hawker Beechcraft Corporation Technical Support.

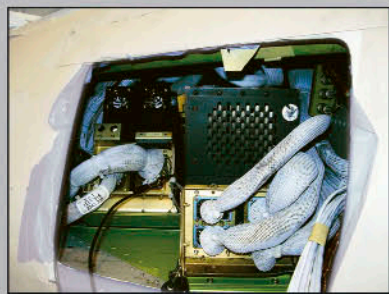
Note: If SB. 34-3794 (Optional) has been accomplished the RVSM Critical Area is marked by "L" shaped corner marks in a contrasting color of paint.



DUNCAN AVIATION'S PARTS, COMPONENTS AND SERVICES

PCS NOTES Due to customer demand, Duncan Aviation carries a \$3.5 million inventory of Hawker landing gear parts in addition to our extensive pool of Hawker rotables. We also carry full ship sets of landing gear.

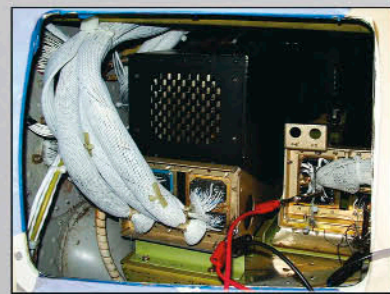
Call 402.479.8104 to lock in the special for your landing gear.



Left Side Avionics Bay Door. Notice that the avionics boxes are rotated.



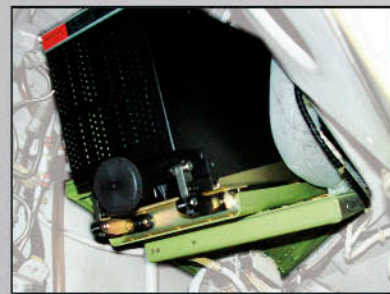
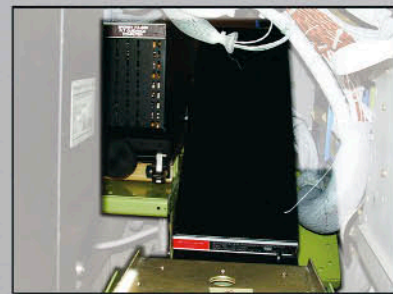
The modification of the shelf consisted of being split, installing a down-swing hinge and adding strong anchor bolts.



Right Side Avionics Bay Door. Again, notice the rotated avionics boxes.



After the modification, access to the avionics boxes is through the nose wheel bay. These images show one of the shelves tilted down for box removal. The left and right images are taken from the wheel bay. The center image is taken from the opposite avionics bay.



RETROFIT EXPERIENCE MEANS LEADING EDGE TECHNOLOGY INSTALLED EFFICIENTLY

Duncan Aviation's Glass Box Project (GBP) represents the pinnacle of LCD flat panel technology. Hawker 800 / 800XP aircraft equipped with Collins autopilot systems now have the option to upgrade cockpit flight instrument displays to the latest Collins Pro Line 21 IDS system. In addition to the large, multiple graphic-rich displays, these systems allow pilots the option to display real-time Nexrad weather radar through XM Satellite and electronic Jeppesen instrument approach plates and airport diagrams.

This system contains features and benefits found only on the newest Hawkers. Because Duncan Aviation is the industry leader with GBP, our experienced engineers and installers

provide better installations with less downtime. Duncan Aviation has completed more cockpit LCD retrofits than anyone in the industry.

For more info on the Collins Pro Line 21 IDS system, call Andy Biller at 402.479.1604.





The Astra^e Program

THE BEFORE...

From the blue seas to the blue skies Corbin McNeill knows who to trust when looking for high-quality service. Corbin spent 20 years in the United States Navy with tours as Commanding Officer of the USS Tautog and of the Naval Nuclear Power School. He made anchor in the nuclear power business after his career in the Navy and is now the retired Chairman and co-CEO of Exelon Corporation, one of the nation's largest electric utilities.

Recently, Corbin spent 15 days on a cruise to Antarctica while his aircraft was in the trustworthy hands of experienced Duncan Aviation team members. Previously, Corbin owned a CJ2, but has since upgraded to an Astra. When asked, "Why?" Corbin will reply that an Astra meets both his business and personal needs. His daughter lives in New Zealand and an Astra's maximum range of 2,750 nautical miles will allow him to cross the Pacific Ocean from the United States and see his grandchildren with few stops for fueling.

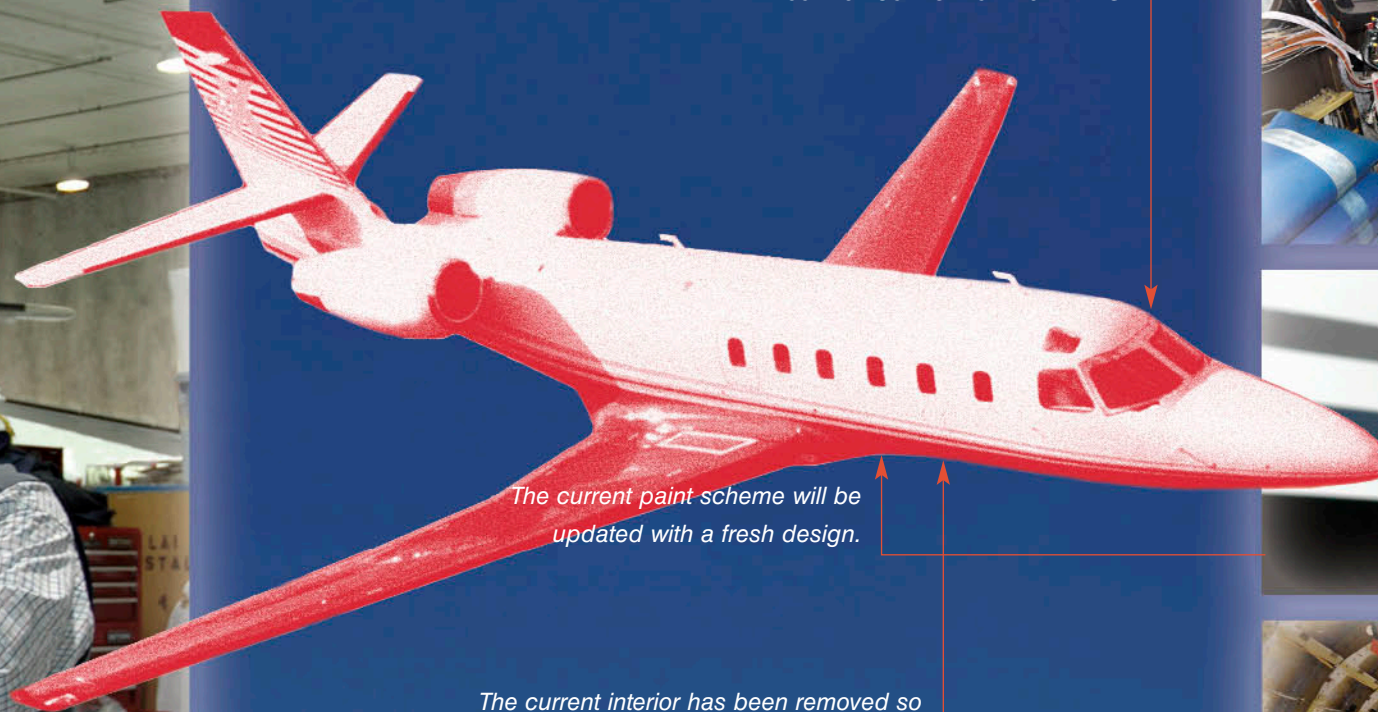
Additional characteristics that draw people to the Astra is its speed and that Astras by far have the simplest maintenance programs. The aircraft is unique in design and the flight crews and maintenance crews really enjoy the aircraft.

Corbin first became associated with Duncan Aviation when he started looking to purchase an Astra. What made Corbin's decision easy when choosing Duncan Aviation was the fact Duncan Aviation is a one-stop shop and he didn't need to find multiple entities to accomplish everything he was after to tailor his aircraft to his style, desires and interests. "Duncan Aviation took the time to hear my every word, down to where I wanted my pencils in the cockpit," said Corbin. This ability to listen adds personal value to a customer's aircraft. Also, before the pre-buy was even completed, Duncan Aviation team members were working on the specifics for the cockpit and interior, getting ahead of the process, so when the pre-buy stage was over they were ready for refurbishment.

DUNCAN AVIATION'S PARTS, COMPONENTS AND SERVICES

- >> Duncan Aviation offers one-stop support of flight control systems and avionics suite.
- >> In addition, Duncan Aviation repairs and overhauls more bleed switching valves than anyone in the world.

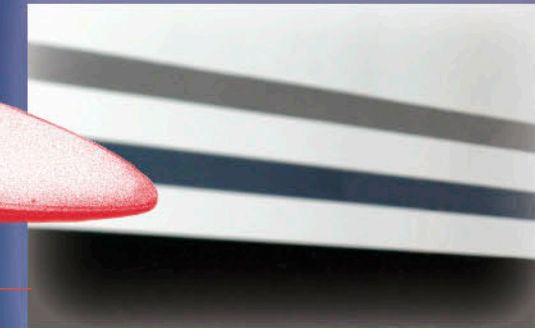
PCS NOTES



The cockpit is being rewired for Rockwell Collins Pro Line 21 IDS.

The current paint scheme will be updated with a fresh design.

The current interior has been removed so the G100 Interior Kit can be installed. The Duncan Design Collection now offers the G100 interior for the Astra, Astra SP and early Astra SPX. Contact Brian Husa or George Bajo for more information.




When all is said and done Corbin's Astra will be distinguished from using the term "pre-owned aircraft" by labeling it as an "Astra^e by Duncan Aviation." What qualifies as an ^e-craft? To be eligible, an aircraft must be modified with two or more packages listed below, including avionics upgrades.

- Glass Box Project package
- Fresh paint
- Interior redesign
- Up-to-date inspections and maintenance

An added bonus of the ^e-craft are the warranties extended to the purchaser on the affected areas of the aircraft.

Corbin's Astra will feature Rockwell Collins Pro Line 21 IDS, a G100 Interior Kit and a custom paint design. Some added features are new de-icing boots, new 77 cubic feet O2 bottle, new Collins AHARS/RTUs and Iridium telephone system. To see Corbin's finished Astra^e project, look for it in the 2007 Summer *Debrief*.

Duncan Aviation's experience, skills and commitment to all aspects of the Astra are what makes the team so successful. They always keep the customer's priorities in mind, continually improving the already efficient aspects of events whether big or small. When considering who to trust your Astra with in the future, think about the experience and knowledge at Duncan Aviation. To learn more on our emerging "^e" program or other Astra/Westwind information please call Steve Elofson at 800.228.4277 or Dennis DeCook at 800.525.2376. 

LEAR AFTER LEAR

We Set The Standard



DUNCAN AVIATION'S PARTS, COMPONENTS AND SERVICES

PCS NOTES

Duncan Aviation has repaired and overhauled more stab actuators than anyone in the industry. We offer fast turntimes on mod valves, generators and starters and now work on KFC 400 Flight Control Systems. Our FAA approved repairs help keep costs down on Major Landing Gear Inspections due at 6000 landings. When you need Learjet rotables call us first, our inventory is extensive.

Years ago, the relationship between two men helped to launch the first affordable business aircraft—the Learjet—and provided significant growth opportunities for a small Midwestern aviation company, Duncan Aviation. Bill Lear needed help getting this new up-and-coming business aircraft off the ground and Duncan Aviation founder Donald Duncan was looking to expand his aviation distributorship. In 1963, Duncan Aviation was named one of the first Learjet Distributors. And the rest, as they say, is history.

As business aviation grew, so did Duncan Aviation's Learjet experience. We were soon named one of the first Authorized Service Centers for Learjets. Because of our rich history and experience, we have touched nearly every Learjet from the first Lear 23 to the modern 40 series. And not just for maintenance support but also for avionics and instrument repairs, modifications, paint and interior completion, accessory support and landing gear overhauls. We do more Learjet component repairs of landing gear, horizontal stab actuators and avionics than anyone else.

Our commitment to Learjet has not wavered. We set the standard that others strive for but can't reach and that is our commitment to you.

We Are Where You Need Us

The face of aviation continues to change with new locations, more operators and higher demand. There are more facilities offering Learjet support than ever before and customers are getting more selective. Times have changed. And change is good.

Duncan Aviation is continually changing to meet your needs. Located at two state-of-the-art, tip-to-tail facilities in Lincoln, NE, and Battle Creek, MI, and 21 avionics service facilities at some of the busiest corporate airports throughout the United States, we are equipped with modern tooling and extensively trained Learjet experts. If you find yourself AOG and can't come to us, the Duncan Aviation Rapid Response Teams can arrive at your location to perform services from complex troubleshooting to routine inspections. Your two Learjet

Tech Reps are only a phone call away. Dave Schiver (LNK) and Skip Thorp (BTL) are available to answer any of your Learjet technical questions. Whenever you need us, there is always a Duncan Aviation Learjet team member ready to serve you.

Duncan Aviation has grown, but we have NOT outgrown our commitment to the Learjet. We are as loyal and dedicated to providing outstanding service to our Learjet customers as we were to Bill Lear and the first Learjet operators nearly 45 years ago. We know we are doing something right because you tell us every year. For 21 years, you have voted us the #1 and/or #2 maintenance facilities in the *Professional Pilot* PRASE Survey.

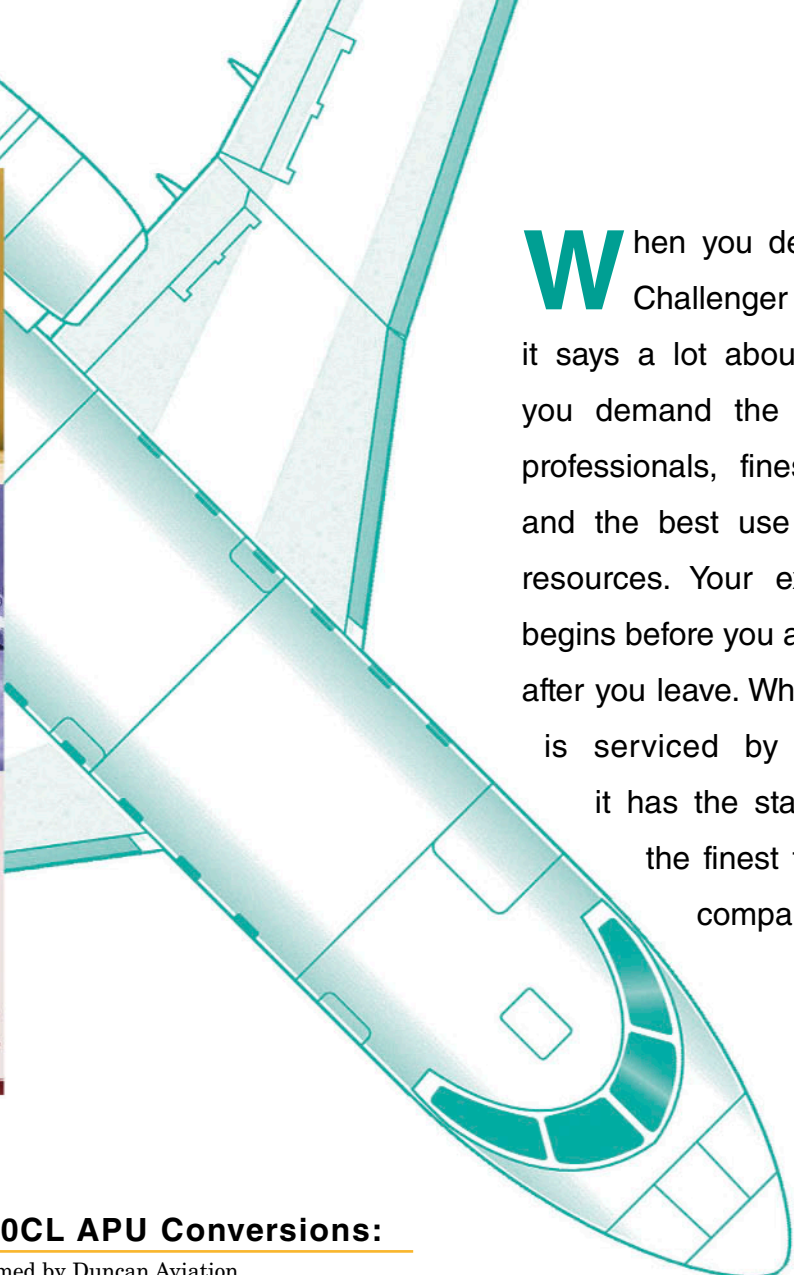
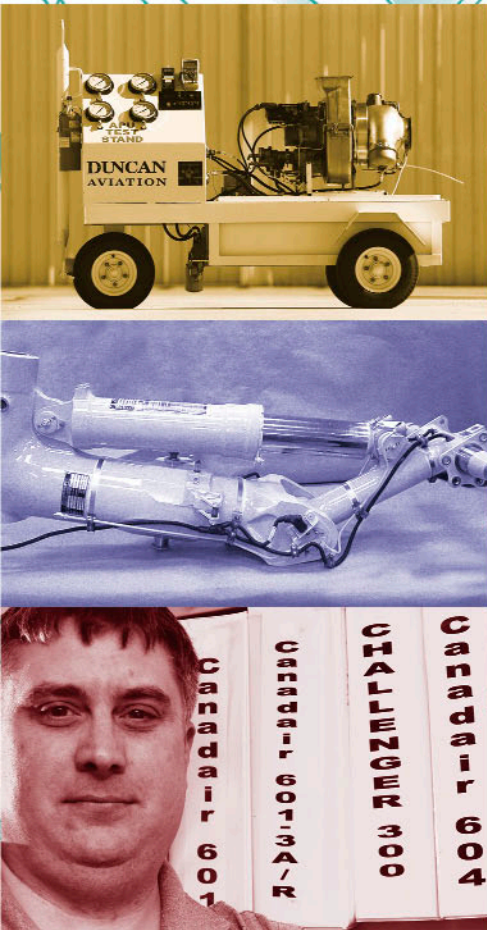
For 50 years, the family-owned business of Duncan Aviation has built trusted relationships based upon open communication, personal involvement and superior service. We view our role as not simply 'fixing' your aircraft but being on the leading edge providing innovative products and outstanding services in the business aviation industry. We do this by inviting you to become part of the team.

Our commitment to Learjet can be judged by our actions. Whether you have one, two or 10 Learjets, Duncan Aviation is your Learjet service provider. Come for the service. Stay for an experience, unlike any other.



Duncan Aviation's Learjet Teams are committed to providing the service you have come to expect. Above: Battle Creek Team, Below: Lincoln Teams.





When you decide to bring your Challenger to Duncan Aviation, it says a lot about you. It says that you demand the most experienced professionals, finest in quality work and the best use of your time and resources. Your experience with us begins before you arrive and lasts long after you leave. When your Challenger is serviced by Duncan Aviation, it has the stamp of approval by the finest full-service aviation company around.

WHEN IT COMES TO YOUR CHALLENGER...

Choose The Best...

Before You Arrive

From the moment that your aircraft is scheduled to come to Duncan Aviation, Mark Schoen, a Challenger team member begins working for you. Mark works with the Duncan Aviation aircraft records database that is filled with the latest in Challenger Chapter 5 maintenance requirements. He equips the technicians on the floor with the latest information allowing them to begin work right away, reducing the amount of time they need to spend doing paperwork. Because of Mark's behind-the-scenes organization and knowledge, your Challenger technicians are better prepared, more focused and highly efficient. Mark does more than just track information. Being fully knowledgeable of Chapter 5 maintenance requirements, he can quickly determine if the aircraft log books are legal and up-to-date. Every Challenger customer can be assured that their logbooks are fully complete when they leave Duncan Aviation.

When You Land

Over the years, Duncan Aviation has repaired, inspected or overhauled approximately 243 Challenger landing gear assemblies. Our experience and innovations continually put us on the leading edge of technology and customer service. We've built a one-of-a-kind all-inclusive T-1000 test box for the Challenger Nose Wheel Steering system that can be used to test the NLG strut, the NWS computer and all attached controlling switches simulating all on-aircraft faults and conditions. It is also used for troubleshooting to pinpoint any portion of the steering system at fault. This versatility greatly reduces time and ensures accurate setting, testing and adjustment of all involved components and parts.

Other examples of Duncan Aviation innovation are a stiff-leg roll-around gear to keep your aircraft mobile while the gear is being overhauled and 60-month inspections performed on-wing to save downtime and R&R labor. Duncan Aviation has even repaired Bombardier RJ landing gear assemblies and is one of the few companies recognized by Messier to repair and


restore their gear. Duncan Aviation PCS also provides parts, component exchanges and avionics loaner units for Challenger operators all over the world. Our network of suppliers and associates in the industry makes locating hard-to-find parts easier for our customers.

APU

Challenger APU conversions to Honeywell GTCP36-150CL has been a long-awaited up-grade to give the Challenger APU the performance, increased reliability and lower cost of ownership for which customers have waited.

In 2006, approximately 65 customers have upgraded the APUs on their 601 and 604 Challengers. Duncan Aviation has performed more than 15 of those upgrades with an average turn time of 7-10 working days. This APU conversion can be performed at either of our tip-to-tail locations in Lincoln, NE, or Battle Creek, MI. To optimize the aircraft downtime, the APU conversion can be scheduled along with other work whenever possible.

Many customers believe that this APU upgrade will enhance the resale value of their aircraft. We believe the enhanced performance, reliability and lower cost of ownership give owners many valuable reasons to consider this upgrade.

Because you are selective in who does your airframe maintenance or service events, others will never look at you the same. We hope that you are proud to say, "I take my Challenger to Duncan Aviation." 

DUNCAN AVIATION'S PARTS, COMPONENTS AND SERVICES

PCS NOTES Duncan Aviation is an in-house Messier-Dowty Approved << Challenger Landing Gear Inspection and Restoration Center. Duncan Aviation provides complete service for 600, 601 and 604 Landing Gear on 60, 96 and 120 month inspections and restorations.

36-100E to 36-150CL APU Conversions:

- 15+ conversions performed by Duncan Aviation
- 36-150 APU is approximately 10 dBA quieter
- Reduces main engine start
- The Hot Section Inspection interval is 4500 hours
- A 36-150 APU that reaches a 4500 Hot Section Inspection can cost up to half of the original APU event expense
- Airflow is sufficient to run both air cycle turbines on a hot day and maintain a lower exhaust gas temperature (EGT)
- 36-150CL will run both air cycle turbines plus electrical load and maintain a 200 degree EGT margin on the ground

Other Challenger Capabilities:

- Major parts machined / repaired to new specs
- Scratched plating removed and replaced
- Large new or repaired parts (major sub-assemblies) inventory
- Inventory levels continually monitored

If we build it, you should come!

UNIQUE TOOLING FABRICATED BY DUNCAN AVIATION FOR THE CHALLENGER.

HOLDING FIXTURES & BUSHING REMOVAL TOOLS: Saves you money by preventing damage during inspection removal for.

LOCK-UP FIXTURE: Will test two oleos at the same time.

ASSEMBLY & DISASSEMBLY TOOLS: Increases our efficiency and turn time.

SEE MORE,
EVS
+
GO PAPERLESS,
EFB
+
BE SAFE
RAAS

Duncan Aviation has installed many Max-Viz EVS-1000 systems in Gulfstream G-IVs and G-IVSPs with display on dual yoke-mounted CMA-1100 Electronic Flight Bags.

The Max-Viz EVS system with display on the FAA-Approved electronic flight bags provides a comprehensive safety package. The addition of RAAS (Runway Alerting Advisory System) to your EGPWS further increases your safety during

taxi, takeoff and landing.

The combination of EVS, EFBs and RAAS allows you to see more, go paperless and be safe by avoiding runway incursions.

All of this can be accomplished easily while your aircraft is down for maintenance. Call Dennis DeCook at 800.525.2376 or Steve Eloffson at 800.228.4277 for more information. ✈️



PERFORMANCE ENHANCEMENTS:

SEE MORE.

The Max-Viz EVS-1000 provides pilots with the ability to SEE AT NIGHT and in conditions of smog, smoke, blowing dust, rain, snow and various levels of fog.

Ability to see enhanced night imagery of airports, air traffic, terrain, taxi-ways, wildlife and runway conditions improves safety and creates the opportunity to “see and react.”

GO PAPERLESS.

Yoke-mounted EFBs allow independent monitoring of approach charts, airport layout and aircraft GPS position.

PREVENT RUNWAY INCURSIONS.

EVS combined with a RAAS upgrade is the ultimate in runway safety.

BREAKING NEW GROUND IN GULFSTREAM SERVICE

DUNCAN AVIATION CONTINUES TO GAIN NEW GIV CUSTOMERS

In the past year, Duncan Aviation has completed 140 unique GIV work orders between their Battle Creek and Lincoln facilities as well as their five major satellite locations. That number is expected to grow in 2007.

With several heavy maintenance inspections on early serial number GIVs on the MSG3 program under their belts, the Gulfstream Team is ready for anything. Pair that with Duncan Aviation’s comprehensive capabilities in interior reconfiguration, paint and avionics combined with the uniquely satisfying experience of working with Duncan Aviation and the choice becomes an easy one. ✈️

DUNCAN AVIATION EXPECTS MANY GVS THIS YEAR

Duncan Aviation recently painted the Gulfstream GV pictured below. This is the first of many GVs due in during the first half of 2007.

Projects slated for this year include 96 month inspections as well as paint and interior design and refurbishment. Avionics upgrades such as EVS, entertainment and phone systems are also on the horizon.

Early scheduling is highly recommended. For more information call Doug Donahue at 800.525.2376 or Tim Klenke at 800.228.4277. ✈️



DUNCAN AVIATION’S PARTS, COMPONENTS AND SERVICES

Duncan Aviation provides complete avionics line maintenance and troubleshooting at all our satellite locations. <<

New dedicated sales team to help customers understand the broad scope of Duncan Aviation’s parts, components and service capabilities. See page 3 for details. <<

PCS NOTES

What's the DEEL?

DUNCAN ELITE ENGINE LEADERSHIP PROGRAM

This zero-stress, no-hidden-fee Pratt & Whitney engine maintenance program is unlike anything else available to Pratt & Whitney operators today. Since its launch in January of 2007, dozens of Pratt & Whitney Engine operators have discovered the value that the Duncan Aviation DEEL provides.

Ask yourself these questions to find out if this program is right for you during your upcoming Pratt & Whitney engine events:

DO YOU WANT TO PLAN FOR LESS STRESS?

- Does delegating the stress and confusion to the experts in the business sound good to you?
- Do you know what engine Service Bulletins are due? And which to buy and which to pass on?
- Do you want to best plan for the true cost of your engine event?

We know what questions to ask, what programs apply, when costs are fair, and how to apply real value to each dollar while preserving the integrity of the engine. We will review and interpret your engine logbooks and identify Service Bulletins, AD's and life limited components that may be a factor in the event. We will apply all knowledge gained and negotiate the most sincere estimate(s) from overhaul vendors of your choice.

DO YOU WANT TO SAVE TIME AND MONEY?

- Do you have major components that will require replacement such as impeller, blades and rotating discs?
- How do you know what parts should be warranty, campaign priced or normal wear and tear?
- Do you ever wonder how much the FBO or management firms making on your engine event?
- Have you been handed a final invoice and been unpleasantly surprised?

In cooperation with overhaul vendors, we pre-purchase components at greater savings and pass the savings on to you. We travel at least once to the overhaul vendor and view the engine after disassembly. With over 50 years in the business, we know what parts should be under warranty, what campaigns apply, and when to be creative in the effort to reduce cost. We will share with you our cost for the overhaul and under our innovative commission share program..not only

will you know exactly what we make, you will get half of it. Throughout the event, we communicate the known cost and show how our efforts have been able to maintain and in most cases, reduce cost. We guarantee a "No Surprises" final bill.

DO YOU WANT TO FEEL CONFIDENT THAT YOU ARE GETTING A VALUE?

- Do you want a facility that can do it all in one downtime?
- Do you want to perform the work in your hangar?
- Do you want to be confident that the engine will perform as it should after the overhaul process?
- Do you want support if your engine develops a problem down the road?

We are a one-stop-shop for all your aviation needs. Let us share with you what our 2,000 dedicated employees are able to deliver. We will do what it takes to meet your needs in your hangar or ours. We have set limits for each engine model and before we accept the engine, we analyze performance from the test cell and compare it to data collected prior to overhaul. When all is within limits, only then will the engine ship back to us. Duncan Aviation steps in and represents your best interest whatever the case. Ours is a relationship business and we will be your knowledgeable friend representing your interests during the event and after.

ARE YOUR ENGINES COVERED?

We offer this program to all civilian PT6, JT15, PW300 and PW500 engine models. The program is global with customers located throughout the world.

**Less Stress.
No Surprises.
A One-of-a-Kind Value.**

QUESTIONS?

Contact DAN CHILLA or KEVIN WORTHINGTON at 800.525.2376 for more information.

Rapid RESPONSE

TIME IS ON YOUR SIDE!

At least it is when you call
**DUNCAN AVIATION'S
Rapid Response** hotline.

If you are AOG or have engine or airframe trouble anywhere in the world, **DUNCAN AVIATION** factory-trained technicians can arrive at your location to perform services from complex troubleshooting to routine inspections. And get you back in the air – *fast*.

DUNCAN AVIATION has been an authorized Major Honeywell Service Center for 25 years!

We are strategically located throughout the country:

NEW YORK METRO (Lloyd Kasten - 914.821.7077)

FT. LAUDERDALE (Karl Johnson - 954.410.0058)

DALLAS (Travis Todd - 469.853.5789)

CHICAGO (Joe LaCorte - 847.833.1183)

DENVER (Ryan Staggs - 303.435.7936)

and our newest location:

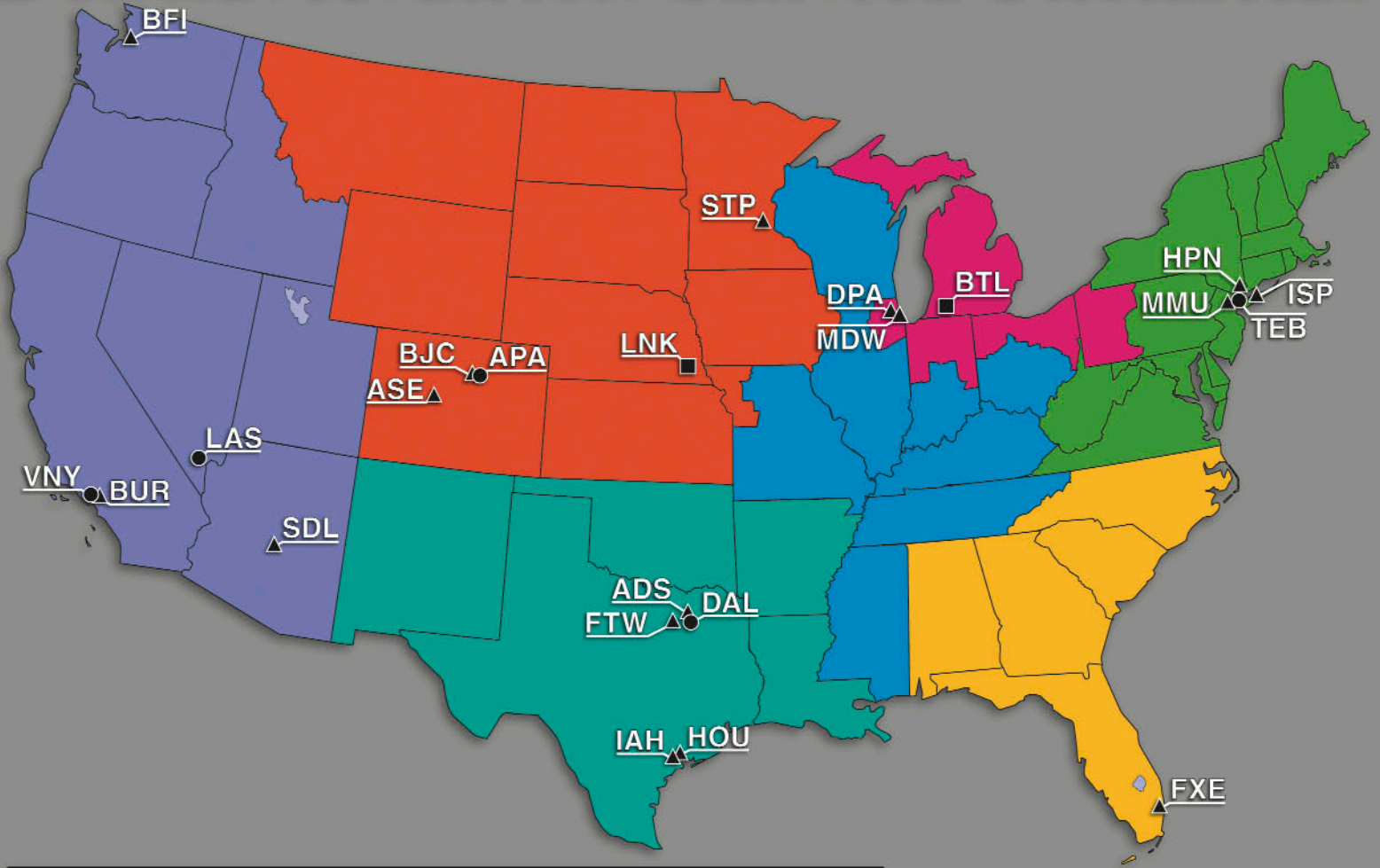
SCOTTSDALE (David Cordova - 602.297.7643)

For 24/7 assistance, call

877.522.0111

BRING OUR EXPERTISE TO YOUR PLACE.

DUNCAN AVIATION SERVICE FACILITIES



■ COMPLETE SERVICE FACILITIES

LNK	Lincoln, Nebraska	800.228.4277
BTL	Battle Creek, Michigan	800.525.2376

○ AVIONICS INSTALL & LINE SERVICE FACILITIES

APA	Denver, Colorado	Manager: Matt Nelson	303.649.1790
DAL	Dallas, Texas	Manager: Kent Beal	214.352.3468
LAS	Las Vegas, Nevada	Manager: Mark Francetic	702.262.6142
TEB	Teterboro, New Jersey	Manager: Terry Markovich	201.288.1550
VNY	Van Nuys, California	Manager: Tony Russo	818.902.9961

△ AVIONICS LINE SERVICE FACILITIES

ADS	Addison, Texas	Manager: Kent Beal	214.352.3468
ASE	Aspen, Colorado	Manager: Matt Nelson	303.994.4253
BFI	Seattle, Washington	Manager: Mike White	206.764.3962
BJC	Broomfield, Colorado	Manager: Matt Nelson	303.410.7053
BUR	Burbank, California	Manager: Tony Russo	818.955.8413
DPA	West Chicago, Illinois	Manager: Rick Eveleigh	630.444.0650
FTW	Ft. Worth, Texas	Manager: Kent Beal	817.740.9266
FXE	Ft. Lauderdale, Florida	Manager: Brian Redondo	954.771.6007
HOU	Houston, Texas	Manager: Sean Maddox	713.644.0352
HPN	White Plains, New York	Manager: Ernie Della Vecchia	914.686.8294
IAH	Bush Intercontinental, Texas	Manager: Sean Maddox	281.821.2689
ISP	Long Island, New York	Manager: Terry Markovich	631.981.1080
MDW	Chicago, Illinois	Manager: Rick Eveleigh	773.284.4600
MMU	Morristown, New Jersey	Manager: Terry Markovich	973.326.1110
SDL	Scottsdale, Arizona	Manager: Jim Davis	480.922.3575
STP	St. Paul, Minnesota	Manager: Jeff Delisle	651.209.8430

ADDITIONAL SUPPORT SERVICES

Avionics, Instrument & Loaners	Free 24/7 Technical Support	800.562.6377
Accessory & Propellor Capabilities	Free Technical Support	800.228.4277
Parts Support Services	24/7 Parts Sales & Exchanges	800.228.1836
Rapid Response AOG Services	24/7 In-Field Airframe & Engine/APU	877.522.0111

REGIONAL MANAGERS

TONY YEARY	WESTERN U.S.
Phone:	480.641.3196
Cellular:	602.363.4456
Fax:	480.641.2211

DENNIS BREWER	So. CENTRAL U.S.
Phone:	817.472.6113
Cellular:	817.247.1067
Fax:	817.472.0709

KEVIN MCGINN	No. CENTRAL U.S.
Phone:	402.479.1677
Cellular:	402.430.7303
Fax:	402.479.1532

DAVE LOUDENBACK	CENTRAL U.S.
Phone:	618.467.1802
Cellular:	618.973.5926
Fax:	618.467.1804

RICK RANDALL	GREAT LAKES
Phone:	269.969.8468
Cellular:	269.317.7098
Fax:	269.969.8489

BOB BREGA	NORTHEAST U.S.
Phone:	570.759.2759
Cellular:	570.807.6383
Fax:	570.759.2758

PETE ALVES	SOUTHEAST U.S.
Phone:	205.520.5777
Cellular:	205.317.1008
Fax:	205.856.8606