



SUMMER 2007

ROBERT'S NOTES	01
DUNCAN DESIGN TEAM	03
NEWSBRIEFS	08
STORIES OF DUNCAN AVIATION - RON HALL	09
CITATION	13
FALCON	15
HAWKER	17
CHALLENGER	19
ASTRA/WESTWIND	21
LEARJET	23
GULFSTREAM	25
ENGINE	27

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

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

ENGINE	27
GULFSTREAM	25
LEARJET	23
ASTRA/WESTWIND	21
CHALLENGER	19
HAWKER	17
FALCON	15
CITATION	13
STORIES OF DUNCAN AVIATION - RON HALL	09
NEWSBRIEFS	08
DUNCAN DESIGN TEAM	03
ROBERT'S NOTES	01

Note From J. Robert

In the 50th Anniversary *Duncan Debrief* magazine, an article was written detailing the history of Duncan Aviation. The article mentioned the many customer-driven transitions that Duncan Aviation and the people who make up the company have had to navigate throughout its history. The move in the early 1960s from turboprops to jets was a major step for Duncan Aviation. Our transition from primarily being a sales organization to an aircraft service organization propelled Duncan Aviation into a broader business sector. The hard work that went into securing service authorizations has meant an enormous amount to Duncan Aviation. There's a lot involved in our history and there's much more to come.

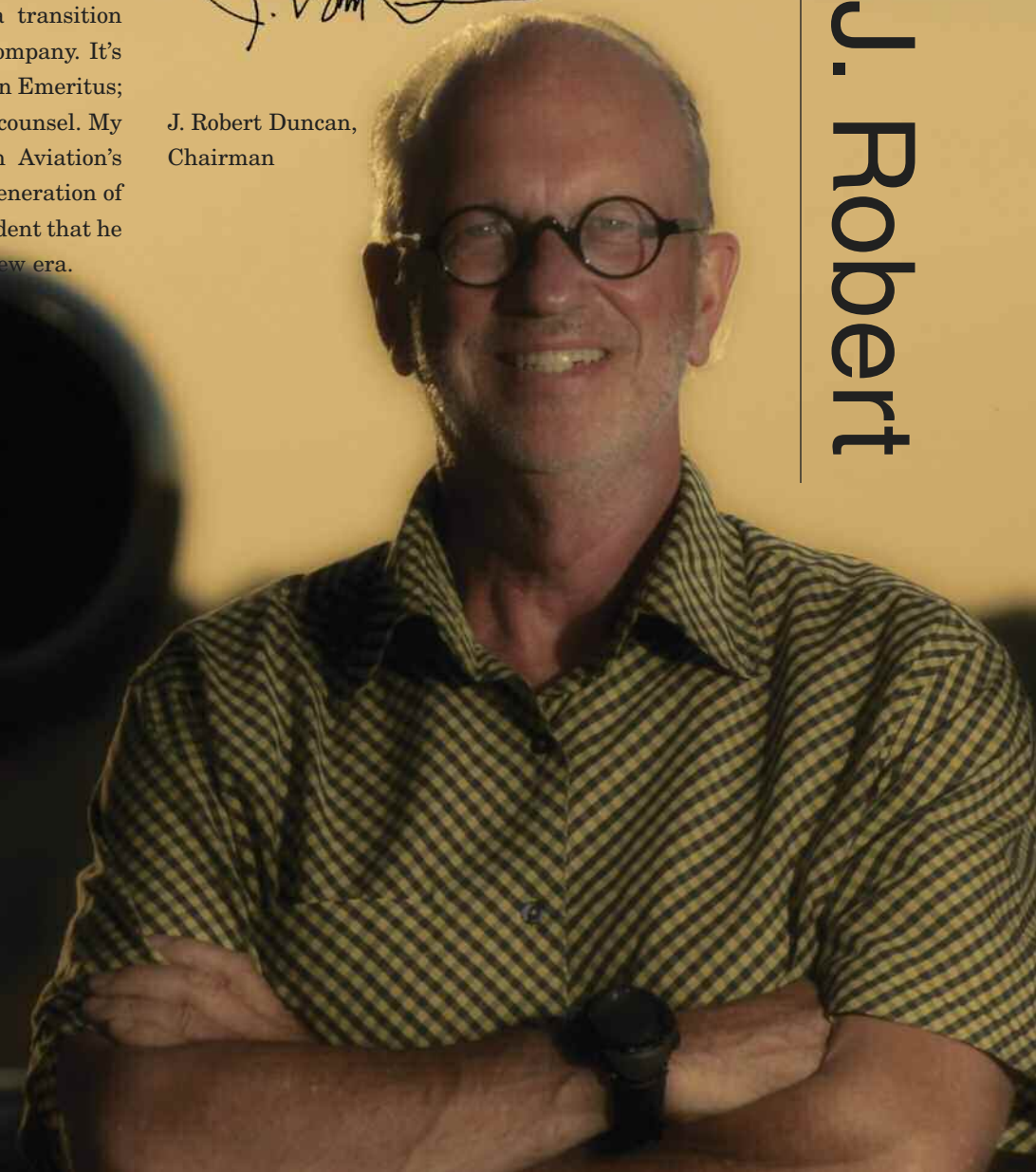
Today, a new change is taking place, a transition unlike any other in the history of the company. It's time for me to retire and become Chairman Emeritus; I will always be available for advice and counsel. My son, Todd Duncan, will become Duncan Aviation's new Chairman, and will mark the third generation of our family to lead the company. I am confident that he will boldly take Duncan Aviation into a new era.

However, the success of Duncan Aviation has never rested with only one person. That's the beauty of Duncan Aviation, its diversity of people, ideas and experiences. The great teams of people who make up Duncan Aviation are hard working, driving through transitions and navigating them successfully. Now Todd will take his place in the cockpit of the company started by my father, Donald. A family company it started and a family company it remains. I firmly believe that with the talented team of people surrounding Todd, Duncan Aviation will, as I've said before, get better and better.

Sincerely,



J. Robert Duncan,
Chairman



For Duncan Aviation Designers, every day is something new. Today may be finalizing a paint scheme, checking a stripe layout as it is applied to an aircraft, meeting with a fabric vendor to see the new line, releasing and verifying approved materials, and updating a customer. Tomorrow may bring working on galley drawings and layouts, inspecting a newly installed interior, and shopping for faucets. One thing is always sure, a Designer is never bored – every day brings new opportunities to use their creativity, originality and artistry.

Tiffany Griffin (left)

Aircraft Completions Designer, Allied Member ASID

With a Bachelor of Science in Interior Design from the University of Nebraska's College of Architecture, Tiffany enjoys applying architectural concepts to aircraft interiors. Her background of space planning has translated very well to the aviation industry.

"My favorite aspects of being a designer for Duncan Aviation are working with a variety of customers from around the world, creating new designs and renderings in AutoCAD and Corel Draw, and discovering new trends and processes in the design trade."

Natalie Hosfeld (right)

Industrial Designer

Natalie graduated Cum Laude from The Ohio State University with a Bachelors degree in the Science of Industrial Design. Prior to Duncan Aviation, Natalie was employed at Ethicon Endo-Surgeries where she designed non-invasive surgical equipment. Natalie is enjoying the application of her design skills to aircraft and really enjoys her daily interaction with Duncan Aviation customers.

"I love that industrial design is applicable to many various industries and that I am able to transfer my skills from surgical equipment to aviation design. I thoroughly enjoy the creative aspect of the job such as designing paint schemes, choosing fabric designs and designing usability, functionality, and esthetics of seating and cabinetry."

Shelley Owens (left)

Design Drafter

Shelley brings Architectural and Drafting experience to the team. A graduate of SCC Milford, with a degree in Architectural Technology, she has extensive experience in commercial and new home construction. This background gives her a unique perspective on aviation design.

"I really enjoy documenting aircraft layout and any modifications and doing research to support the design process. I have learned so much since coming to Duncan Aviation, and am looking forward to discovering more in this intriguing field."

Mary C. Lee (right)

Aircraft Completions Designer, Allied Member ASID

With her Bachelor's of Science from the University of Nebraska-Lincoln with a major in Interior Design, Mary brings extensive commercial and residential interior design experience to the world of aviation interiors. During her years with Duncan Aviation, she has had the opportunity to apply her expertise of cabinet design, lighting and space planning to projects that encompass a wide range of major corporate jet makes and models.

"The intriguing aspect of aircraft design is that every project brings a new challenge that allows me to explore new and creative design solutions. My passions include architecture and graphic art in addition to interior design; Aviation design allows me to utilize all of those talents."

Kristen Cotugno (left)

Industrial Designer

Kristen began her education at The Massachusetts College of Art and later transferred to the Industrial Design department at Western Michigan University, where she developed technical knowledge in materials and manufacturing processes, working on projects ranging from small children's toys to large pontoon boats. During her time with Duncan Aviation, Kristen has worked on many diverse projects.

"What I like most about my job is the constant variety. One minute I can be pulling together fabric groupings, the next minute I will be working with the shops about a construction issue, and the next minute I can be on a test flight squawking a completed interior. One of the most exciting aspects of my work is when a project delivers. It's a great place to be when you can say you saw a project through from start to finish."

Patty Simon (right)

Industrial Designer

Patty graduated from Western Michigan University with a Bachelor of Science in Industrial Design. In school, her focus was product design. This focus gave her a solid foundation of how to create products that have a great form and function intuitively.

"The best part of my work here at Duncan Aviation is working with the great variety of people. As designers, we have a wonderful opportunity to learn not only about business aviation, but also about people. My greatest challenge is coordinating all the diverse requests from owners, pilots, maintenance directors and others and making them literally fly."

Nate Klenke (left)

Aircraft Completions Designer

Nate has a Bachelor's of Science in Architectural Studies degree from the University of Nebraska and has many years of design experience which include Commercial and Industrial Design as well as Aviation Design. He also enjoys designing for the Very Light Jet market and working with the experimental aircraft community.

"I have met so many customers in my years with Duncan Aviation, each one of whom I have truly enjoyed working with and have learned so much from. Working one-on-one with owners as well as working with aircraft manufacturers has allowed me to broaden my expertise not only in design, but also in working with diverse personalities and honing my development and certification skills."

Christine Mann (middle)

Aircraft Completions Designer

Christine graduated from the University of Nebraska with a Bachelor of Science in Architectural Studies and is a professional member of ASID (American Society of Interior Designers.) Christine's years with Duncan Aviation have allowed her to work on all major makes and models, however her expertise is with Challengers and Falcons. She enjoys incorporating the latest in materials, lighting, seating, and amenities, as they continue to improve and offer more to the jet owner.

"My personal design sensibility is classic and modern but I really enjoy collaborating with customers to help develop their design preferences. Whether it be traditional or modern, incorporating their favorite color palate or develop a unique detail that is special for them. My favorite projects are ones where the finished product exceeds their expectations."

Teri Nekuda (right)

Aircraft Completions Designer, Allied Member ASID

Teri is a graduate of the University of Nebraska - Lincoln with a Bachelor of Science in Interior Design from The College of Architecture. During her years with Duncan Aviation, she has designed interiors and exteriors for most major models of corporate jet aircraft. Her passion for art and her creative style are reflected in her work.

"Each project is unique and has its challenges. This diversity is what I thrive on—it keeps me on my toes and allows me to be creative."





DESIGN TRENDS WATCH

COLOR - For many years the aircraft interior industry tended to stay very neutral; grays and tans dominated the interiors. Neutrals are still popular for interiors but more and more customers are asking for the color and finishes found in high-end residential and commercial spaces. While earth tones continue to dominate, look for an increase in richer more saturated hues such as chocolate brown, burnt orange, olive greens and smoky blues all of which are inspired by nature. As in the fashion and home furnishing markets, current design seems to be less about a specific trend and more about being individual.

GREEN DESIGN - The design industry as a whole is definitely focused on "green" environmental designs. This movement incorporates products and resources that focus on environmentally safe, sustainable, recyclable products and colors, textures and patterns inspired by nature. Strong textures and natural materials also draw from the insurgence of "green" design, such as natural stone, cork, bamboo, woven materials and natural distressed leathers. Aviation material burn testing requirements add an extra hurdle for using some of these sustainable materials, but the list of resources continues to grow.

SLEEK LINES & FLEXIBLE SEATING - There is a greater call today for floor plans that reflect the way our society lives, works and thinks. Cabinet and seating designs are moving to a more contemporary look with sleeker lines and multiple purposes. Combinations of wood veneer with accent trims in various materials such as accent veneers, carbon fiber and cork reflect this trend.

TECHNOLOGY - Technology is a vital part of society today and aircraft owners want that technology incorporated into their aircraft. State-of-the-art sound systems, wide-screen monitors, touch screen master controls, MP3 player docking stations, ethernet and wireless capabilities are hot items for aircraft cabins.

VERY LIGHT JETS (VLJs) - The VLJ market – an outgrowth of the experimental aircraft community – is a very innovative group and all sorts of ideas are coming out of this sector of aviation, from avionics to airframe and performance as well as aesthetic design and methods of design and construction. Watch, these small jets may be on the leading edge of aircraft interior and exterior design.

newsbriefs

Duncan Aviation receives high marks from *Professional Pilot* magazine's PRASE Survey

Duncan Aviation again received high marks in *Professional Pilot* magazine's PRASE (Preferences Regarding Aviation Services and Equipment) Survey.

In the Best Avionics Centers category, Duncan Aviation's Lincoln, Nebraska, facility received the #1 ranking and Duncan Aviation's Battle Creek, Michigan, facility was named #2. Duncan Aviation-Teterboro, New Jersey, was voted #5.

In the Best Maintenance category, Duncan Aviation's Lincoln facility was voted #1 and Duncan Aviation's Battle Creek facility received the #7 spot.

Ballots were mailed to qualified *Professional Pilot* subscribers and readers were asked to rank service facilities on a scale of 1 to 10. The scores were then averaged. Aviation consultancy Conklin & de Decker Associates of Arlington, Texas, analyzed the survey results independently.

Duncan Aviation's Wellness Program Viewed as One of the Best

Duncan Aviation was selected as one of nine companies to receive a visit from the Centers for Disease Control and Prevention (CDC) in 2007. The CDC is conducting site visits to learn about innovative and successful programs that assist employees to attain or maintain a healthy weight. After conducting its visits, it will share information obtained from the workplaces with other companies.



Well-known for its infectious disease investigations, the CDC also conducts research and evaluates programs that focus on the prevention of chronic diseases by reducing risk factors and promoting healthy lifestyles.

Duncan Aviation's focus on wellness includes a full-time wellness staff, on-site workout rooms at its Lincoln and Battle Creek facilities, fitness classes, monthly and quarterly educational programs, confidential annual health screenings, nutrition analysis, mental health services, and more. The workout facilities and locker rooms are available for on-site customers as well as employees.

Duncan Aviation Announces New Accessory Warranty Policy

Duncan Aviation is pleased to announce a change in the accessory warranty policies for both repairs and overhauls of accessory units.



The warranty period for Duncan Aviation accessory repairs is now six months for business aircraft and 90 days or 500 hours, whichever comes first, for airline use from the date the repair was completed. This warranty covers only the parts and labor used in the previous repair. The warranty period for overhauls is one year for business aircraft and six months or 750 hours, whichever comes first, for airline use from the date the overhaul was completed. The overhaul warranty covers all parts and labor performed during the overhaul.

Repair estimates often require a "partial repair" of a unit. In these cases, Duncan Aviation may invest parts and labor to arrive at a meaningful estimate. If the repair estimate is refused, the unit will incur an evaluation charge for time and materials.

If you have accessory warranty-related questions, please contact Bryan Hermesen at 800.LOANERS (562.6377) ext. 4216 or call him direct at 402.479.4216.

Duncan Aviation Locations Named Citation Mustang Service Centers

Duncan Aviation's major service centers in Lincoln, Nebraska, and Battle Creek, Michigan, have been named Authorized Service Centers for the Citation Mustang. This authorization will allow Duncan Aviation to perform all scheduled and unscheduled maintenance events covered under Cessna's ProAdvantage Program.

For more information about Duncan Aviation's Citation Mustang capabilities, please contact Tim Klenke at 402.479.1679.

Ron Hall,

Turning Words into Reality

Of the many Duncan Aviation success stories throughout the years, Ron Hall's is certainly one that stands out, especially with customers.

Ron grew up in Winfield, Kansas, and had an early passion for electronics. He joined the Civil Air Patrol while in high school, and learned about radios. He graduated in 1959 and enrolled at Cowley County Junior College. Ron then moved to Wichita State University majoring in Electrical Engineering. In Wichita, he worked as a television cameraman at KTVH-TV. The Air Force soon grabbed Ron's attention. He was stationed at Keesler Air Force Base in Biloxi, Mississippi, with a training schedule heavy in electronics. After nine months at Keesler, Ron was transferred to the Lincoln AFB in Nebraska. He got to Lincoln just in time for the Cuban Missile Crisis. By 1965, Ron was out of the Air Force and back in Wichita working for Bill Lear. After three months at Learjet, Ron heard of a small company in Lincoln that intended to open an avionics shop. On a cold December day, he drove to Lincoln to learn more. When he arrived at American Learjet he entered a lobby with a strange spiral staircase and met Phil Hartwick. Phil was the

manager of this new shop and he told Ron "I want to build the best avionics shop in the country." Ron didn't know it but he'd found his lifelong career!

Donald Duncan, the primary owner of American Learjet, wanted quality support for his new Learjet Distributorship. Lear avionics support would be the shop's principle mission; however, more would be needed for the shop to grow on its own. The shop opened in April of 1966 with FAA Repair Station CRS 3304. The original shop was located in the area now occupied by Duncan Aviation's Aircraft Sales Department. Not only was it to be the best avionics shop, it was among the largest, allowing for growth. The shop began with six people: Phil Hartwick, Gene Bartosh, Ed Mataya, Joe Norbeck, Jim Methe and Ron. The grand opening included Bill Lear and the great actor/comedian Danny Kaye. One of the early keys to success was the shop's service center authorizations including Collins, King Radio, NARCO, RCA and Wilcox; new Lear 23s used Collins avionics so

that's where the initial focus was. It was a time of great turbulence, growth and innovation in electronics. After two years, Phil Hartwick left and American Learjet officially took the Duncan Aviation name. Ron became the shop manager and throughout the transi-

between 75-100 employees. It was a time when the shops developed their own marketing and advertising. One of Ron's favorite ideas used the prominence of the University of Nebraska's football program. Many fans would fly to Lincoln for home games. Their unlocked

As the shops grew, so did the avionics and instrument units that had been replaced with new equipment. This inventory soon became an important bartering tool. The shops didn't have budgets to purchase spare units for inventory but they did have plenty of old units with market value. Because Lincoln was a great stop for fuel, many operators would land, fuel up and drop off a malfunctioning radio for service. The avionics shop always had a spare to keep the operator flying until their next trip to Lincoln when they would drop off their "loaner" and have their original radio reinstalled. In addition, Ron would often trade the old trade-in radios for Collins and Learjet equipment that was needed for Lears. This process was repeated for other airframe models and eventually a large pool of "loaners" was inventoried. This was just one of the ways the famous Duncan Aviation loaner pool was established.

Of the many transitions and major events that took place, one in particular stood out for Ron. In the early '70s a new company, Global Navigation Inc., developed its GNS-200 VLF navigation system. There was nothing like it in the industry. Learjet immediately began installing them as an option. It was cutting-edge technology, right where Duncan Aviation needed and wanted to be. Ron worked hard to get Duncan Aviation a Global dealership but each time he called, he was denied dealership status by Global executives. Finally, he called on a day that none of the "executives" were around; he spoke with another employee who thought that partnership with Duncan Aviation was a great idea.

"The Global deal was one of the defining moments in Duncan Aviation's history," Ron explained. Soon Global

developed the GNS-500. It sold for \$25,000 and Ron and Duncan Aviation sold hundreds of them. In fact, Duncan Aviation rivaled Learjet as Global's biggest customer. The unit was so popular and sold so quickly that prices, just like prices for early Learjets, quickly rose.

"Donald loved the Global system," Ron added. Donald and Robert Duncan recognized that Duncan Aviation's industry reputation for innovation and excellence was growing and Ron Hall had a lot to do with it. Citation and Learjet operators who owned aircraft without Global systems came to Duncan Aviation in growing numbers to have the units installed by the top independent aviation company in the country.

In 1981, Universal Avionics was formed. Universal improved on Global's navigation products and Duncan Aviation became their number one dealer. But that was nothing new; the avionics shop received its first number one dealer rating in 1967 for Mitchell autopilots. Duncan Aviation was no longer just a place to get great deals on Lears and other aircraft; it had become *the* place for avionics and installations. Through his hard work, Ron was turning Phil Hartwick's words into reality!

As all types of services grew, especially after Donald's passing in 1981, avionics and install began to make a difference in

other areas. In the early '90s, the FAA mandated commercial aircraft have Traffic Collision Avoidance Systems (TCAS) installed. Corporate aircraft were interested in TCAS technology too and wanted the added measure of safety. Larger airframes that didn't come to Duncan Aviation for maintenance such as Challengers, Falcons and Hawkers, now inquired about TCAS installations. Ron's persuasion and the reputation of the install shop were instrumental in convincing many of these new customers to use Duncan Aviation for TCAS installations. These contacts created immense new opportunities.


Many customers were impressed by Duncan Aviation service and expertise and they wondered why the company was not an authorized service center for their aircraft. This pressure and the work of many others began to pay dividends as Duncan Aviation gained more and more airframe service authorizations in the '90s.

"Technology drives so many things that it was natural that avionics and installations of new systems drove the push into larger airframes and more

service authorizations," Ron concluded.

On a personal note, Ron was introduced to his wife, Phyllis, by one of the original avionics technicians in 1966. They will celebrate their 41st anniversary this November. They have three children, Allen, Douglas and Gretchen, and eight grandchildren. In 1997, Ron returned to the University of Nebraska and completed his Business degree.

Ron's 41-year career at Duncan Aviation is a remarkable one. He was involved with hundreds of decisions that helped the company grow into what it is today. He was one of many early pioneers who understood the vision of corporate aviation and what it represented.

It is hard to imagine how Duncan Aviation could have attained its well-deserved reputation for excellence without the efforts of Ron Hall. He is a true Duncan Aviation legend and difference maker. He is a man who listened to a cry for excellence and then made the promise his own and turned it into reality. 



Donald and Robert Duncan recognized that Duncan Aviation's industry reputation for innovation and excellence was growing and Ron Hall had a lot to do with it.



tions of the first two years, he never forgot what Phil said about being the "best shop in the country." They worked on just about anything to make money. Ron got his pilot's license and used Duncan Aviation's small airplanes to pick up radio work and sell radio and avionics services across Nebraska and western Iowa.

By 1972, small expansions were taking place at Duncan Aviation. An instrument shop and a new installations shop were added. Ron became manager of the install shop and Don Fiedler became manager of the avionics shop. Duncan Aviation fluctuated from

airplanes sat on the ramp outside Duncan Aviation's main hangar. Ron and his family would put together bags of candy and flyers touting avionics services then slip them into the unlocked cockpits.

By 1976, Ron was named Installations and Modifications Sales Manager. His office was located in Lincoln Airport's old FAA building, which used to be where the current Donald Duncan Modifications and Completions Hangar stands today. Duncan Aviation also completed a second hangar and the new instrument, avionics and install shops moved there.



ABOVE: This innovative AirCell Axxess system replaced the existing Magnastar C2000 system, which incorporates Iridium Satcom and complex PBX functionality. Planned unit upgrades include CEPT-E1 Satcom interface, wi-fi connectivity and domestic broadband data services.

LEFT: New LED lighting brightens the Ultraleather headliner and warms the natural and organic feel of the upper sidewall fabric. Accented with Satin Nickel plating, the quarter cut cabinetry features figured makore in a high-gloss finish. The patterned fabric of the lower sidewalls adds a luxurious appeal.

FAR LEFT: No corners were cut with the premium material selections. Leather upholstery brightens the interior and complements the beige loop carpet with tipshear.

All This in 35 Days?

CITATION EXPERIENCE TRANSLATES TO SHORTER DOWNTIMES

Duncan Aviation's Citation 750 expertise pays off in downtime. With more than forty 750s under our belt, we pass on what we've learned in downtime savings to customers.

In only 35 calendar days, this 750 was upgraded with some of the most-requested items from jet owners — a totally refurbished interior with premium materials, all new figured makore cabinetry veneer, new lighting and a new phone system.

“Having a customer who is very responsive and excited about the project generates contagious positive energy among the team that helped move the project along smoothly,” said Industrial Designer Natalie Hosfeld.

The existing cabin, galley and vanity upwash/downwash lighting was replaced with new LED lighting and power

supplies. LED lighting is the upgrade of choice for luxury jet owners. The light is warmer, more energy efficient and maintenance friendly compared to fluorescent lighting. An LED

bulb will last 10,000 hours compared to just a few hundred hours for a fluorescent bulb.

The existing Magnastar C2000 phone system was upgraded to the AirCell Axxess system. This innovative system incorporates Iridium Satcom and complex PBX functionality. CEPT-E1 Satcom interface, wi-fi connectivity and domestic broadband data services are planned upgrades to this unit.

“I am personally thrilled to send off an aircraft with such elegant materials and hope the customer's excitement continues to escalate while enjoying the new interior.”

— Natalie Hosfeld,
Industrial Designer



“I am personally thrilled to send off an aircraft with such elegant materials and hope the customer's excitement continues to escalate while enjoying the new interior,” said Natalie.



The Feeling of Home

Duncan Aviation has been bringing home entertainment and technology options to Falcon aircraft for years. Recent installations have included iPod docking stations, game ports, larger monitors, High Speed Data (HSD) phones, controlled lighting and sound systems.

- Iridium Phones – Iridium phones have current global capabilities with a clear growth path for Wi-Fi broadband data connectivity coming next year. This system frees up space and gives you the ability to stay in touch with those on the ground.
- LED Lighting – LED lighting can be summed up in two words – control and dependability. LED lights are useful for spot beam applications where light can be focused directly where it is needed, eliminating disturbance to other passengers. They also provide emergency and accent lighting. Direct improvements are low maintenance with a long life span, low heat, reliability, low weight, low power, battery back-up and continuous light wash.
- Sound Systems – The acoustics within each aircraft are different. Alto Speakers can find the best placement of speakers by recording sound within the cabin prior to installation so your sound system operates at its best. Sound proofing your cabin also adds to the quality of sound.
- HSD (Hi-Speed Data) – Inmarsat is getting ready to release swift broadband capabilities for Aeronautical travel (1st quarter '08). This truly brings the office in the sky to a new level.

For additional information or questions about technology options for your Falcon, contact Dave Pleskac in Lincoln at 800.228.4277 ext. 1509 or Joe Spring in Battle Creek at 800.525.2376 ext 8875.

“The beauty of our repeatable program is that we offer our clients products that will reduce their downtime while incorporating custom-designed options to meet their specific needs.”

– Mary Lee, Designer



Falcon Design Collection Efficiency in Multiples

Over the years Falcon owners and operators have trusted Duncan Aviation to provide top-notch service and the latest in design to get their passengers to their destinations in style, comfort and safety. Most want the look and feel of a new aircraft and Duncan Aviation has been called upon by clients to refurbish or fabricate new and luxurious interiors and gleaming new exterior paint coatings.

We listen to our clients' desires and have responded by creating several unique products, as well as developed programs to fabricate these products more efficiently. Duncan Aviation's Cabinet Shop has invested in a Computer Numerical Controlled (CNC) cutting machine that can precisely craft one-of-a-kind modifications, but is most efficient when used to create multiples or alter previously designed pieces, saving our clients time and money.

Multiples are created and are roughly three-quarters finished before the aircraft arrives to begin the upgrade process. This saves customers 15-30% on downtime, depending on the project. Hardwood, plating, veneer and material finishes are not applied until a project is in work, which allows the customer freedom of customization.

Duncan Aviation's Falcon Team, consisting of production technicians, engineers and designers, has collaborated to offer our customers a wide range of products. These include the following:

- Falcon 900 and Falcon 50 Galley – The galley area can be fully customized or updated from an existing galley to a modern, curvilinear design, or an entirely new custom cabinet can be constructed.
- Falcon 900 Mid-Cabin Drop Down Divider – The LH mid-cabin drop down divider opens and joins the mid-cabin area with the aft-cabin when down. Complete privacy can be established by raising the LH mid-cabin divider and installing a removable pleated curtain.
- Falcon 900 and Falcon 50 Drink Rail Assemblies – The drink rail with double-ring cup holders and pull-out card tables do away with the straight-edge design and take on a rounded, elegant surface connecting a modern design through the aircraft. The lower sidewall panels are customizable with plated accent trim, leather or alternate decorative techniques.



- Falcon 50 Shell Kit – The Duncan Design Collection Falcon 50 Shell Kit is a unique upgrade option exclusive to Duncan Aviation and features a two-inch increase in seated headroom, new LED lighting, new O2s and ordinance signs. This headliner, PSU and window panel kit provides a dramatic overall design aesthetic resulting in a sleeker look and improved function.
- Falcon 900 PSU Overlay – The new, one-piece overlay panels eliminate the painted metal center section for an updated, clean look. The soft oval openings for the lights and gaspers along with new slim-line ordinance signs complete the design. LED reading, upwash and downwash lighting can easily be incorporated with this new design.

Duncan Aviation is committed to providing you with convenient and smart options for your Falcon aircraft. For any of your interior needs or questions please contact Tracey Boesch in Lincoln at 800.228.4277 ext. 1648 or Matt Richardson in Battle Creek at 800.525.2376 ext. 8443.



The Sleeker Side of Hawkers

FUNCTIONALITY AND COMFORT DELIVERED WITH A PERSONAL TOUCH

Having twin Hawker Beechcraft Corporation Authorized Service Centers (one in Lincoln, Nebraska, and the other in Battle Creek, Michigan) means much more than just performing inspections and keeping engines at peak performance. It means that Duncan Aviation has “touched” the many different Hawker models many thousands of times. It means that Duncan Aviation Hawker teams are intimately familiar with the Hawker airframe, its characteristics and the technical aspects of dealing with any problem. But it also means something else. It means that Duncan Aviation’s paint and interior designers have unparalleled experience at providing award-winning and unique designs for your Hawker.

Teri Nekuda from Lincoln and Patty Simon from Battle Creek are two Duncan Aviation designers who know the Hawker airframe well and know how to make it look great. “In my Hawker designs I like to try to make the airframe look sleeker by designing paint schemes that seem to elongate the fuselage,” Teri explains.

Duncan Aviation is well known throughout the corporate aviation

industry as *the* place for avionics, technical services, award-winning maintenance, etc. But did you know that thousands of in-the-know customers depend on Duncan Aviation’s design services and the experience of designers like Teri and Patty to turn their aircraft into spectacular works of art?

“These types of modifications increase the comfort level for passengers and make for a more functional aircraft.”

– Patty Simon, Industrial Designer



“I enjoyed working on a recent Hawker project in Battle Creek where we increased the seating by installing a divan in the right-hand aft area in place of a single and then added a privacy forward door to separate the galley area from the cabin. These types of modifications increase the comfort level for passengers and make for a more functional aircraft,” Patty said.

Teri and Patty accomplish the goals you set by understanding how you use your aircraft and by taking your personal tastes

into account when deciding what will influence their final designs. “I view each Hawker as having its own unique challenges when I start looking at designing an interior or paint scheme,” Teri said. The results operators receive from these talented designers are quite stunning and deliver an interior with a proven design process that maximizes comfort, and is functional and easily maintained.

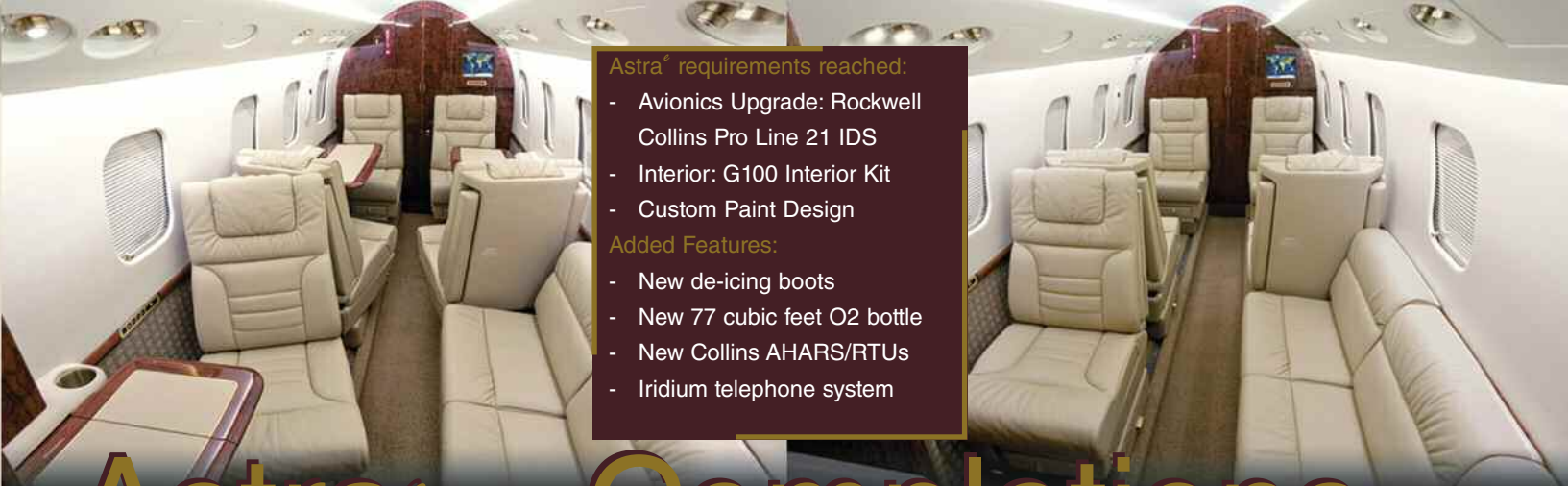
Many customers tell us that other operators can instantly recognize their paint job as being performed at a Duncan Aviation facility. Within the industry it’s well known that when it comes to a quality paint process and the design expertise to make it stand out among thousands of others, only Duncan Aviation will do! If you’ve never used Duncan Aviation’s paint and interior design teams you might be inclined to ask why they are so good. It’s because our designers and experienced paint teams pay attention to every detail in each stage of preparation. This ensures your Hawker will not only be protected from the elements but be recognized as having only the highest quality finish and a superior design by the discerning eyes of your peers.

Available Modifications:

- Easy-maintenance upper sidewall overlay panels.
- Custom one-piece window-line panels.
- Lightweight, articulating reclining executive chairs.
- High-gloss veneers and faux finishes.
- Custom executive tables with inlays.
- Custom cabinets and finishes.



Hawker 800XP interior refurbishment.



Astra^e requirements reached:

- Avionics Upgrade: Rockwell Collins Pro Line 21 IDS
- Interior: G100 Interior Kit
- Custom Paint Design

Added Features:

- New de-icing boots
- New 77 cubic feet O2 bottle
- New Collins AHARS/RTUs
- Iridium telephone system

Astra^e... Completions

PART 2 OF A 3-PART SERIES

Owner/operator Corbin McNeill is anxious to enjoy his newly refurbished Astra^e in comfort and style with added safety for his crew and passengers. (For more information about the Astra^e, go to www.DuncanAviation.aero.)

Form and function dictated Corbin's Astra^e refurbishment. The interior has custom enhancements to fit the needs of Corbin, his crew and passengers. For example, the galley is tailored with the most important items reachable from the cockpit so the pilot and co-pilot don't need to leave the controls.


The G100 interior uses a modular headliner, PSU and window panel system resulting in a sleeker, more maintenance-friendly design. To accent the design, dependable and controlled LED lighting systems were installed for the reading, upwash and downwash lights.

Other style and convenience features are the geared table

mechanisms and manual, pleated window shades. These are durable, easy to use and deploy evenly and effortlessly. The new entertainment system and integrated switching packages are also both attractive and functional. And stylish touch latches on the new cabinetry look elegant and perform flawlessly.

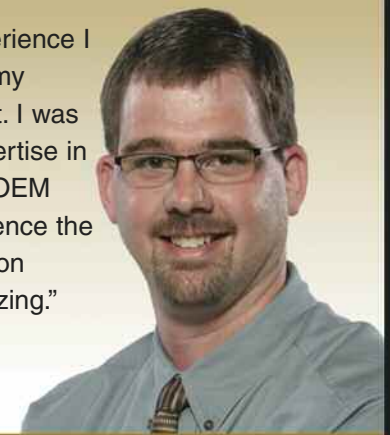
The exterior paint scheme has stripes that transition from the

fuselage to the wing across the large faring, relating what is typically white to the rest of the aircraft. Corbin likes the design so much he had hats and jackets embroidered with the aircraft's image!

When form and function dictate a change for your aircraft, give Duncan Aviation a call. The experience, skills and knowledge of our Astra team is unmatched. Get completions details from Brian Husa at 800.228.4277 ext. 1563 or George Bajo at 800.525.2376 ext. 8462. 

“The most memorable and valuable experience I have had here at Duncan Aviation was my involvement in the SPX/G100 Interior Kit. I was able to broaden my knowledge and expertise in not only design, but in dealing with the OEM and a 3rd party design group. To experience the full scope of development and certification requirement for such a project was amazing.”

– Nate Klenke, Designer



FLIGHT DECK UPDATE

The Astra^e flight deck is installed and awaiting FAA certification. Look for the completed Astra^e in the upcoming *Duncan Debrief*. Please contact Steve Eloffson at 800.228.4277 or Dennis DeCook at 800.525.2376 for more information on the *e* program or other cockpit needs.

Ever put together a 1,000 piece puzzle with no straight-edge pieces or picture on the box? What if you only had a couple of hours to finish and the pieces kept changing shape? Sounds a little daunting, if not impossible. Yet this is the daily scenario for Duncan Aviation's Doug Schmitt and Brian Barto. As the Operations Planning Coordinators for Duncan Aviation in Lincoln, NE, and Battle Creek, MI (respectively), they identify, gather and put together all the loose pieces of every aircraft maintenance event at Duncan Aviation and determine downtime. On any given day, they may have 35-40 schedules to plan. So Doug and Brian are not alone; they each have assembled an experienced team that is aware of every shop's maintenance capabilities and the capacity of work that can be expected. They are

connected to Project Managers, Team Leaders and Technical Representatives and are able to access the work required, the manpower necessary and the time needed to satisfy the customer's need for the shortest downtime possible while maintaining the quality of work for which Duncan Aviation has become known.

Because of the hard work these teams do prior to every customer's arrival, all the factory-trained technicians assigned are knowledgeable and well-prepared to begin work immediately upon touch-down with all necessary tools and parts assembled. This is a result of hours of Learjet team members being in constant communication with each other, making sure that all work is done in the most efficient time, with no overlaps and minimal interruptions.

"Duncan Aviation is very aware that downtime is important to customers. Because we are a full-service maintenance facility, we have the advantage of doing all that is required under one roof in the shortest amount of time," said Brad Lennemann, Airframe Service Sales Representative. "Our one-stop-shop ability reduces downtime, increases efficiency and saves our customers money."

Very few facilities can offer the same amount of quality services that Duncan Aviation delivers everyday. "Our capabilities are so inclusive that many smaller FBO operations send us work they do not have capabilities to perform," said Mike Healer, Turbine Engine Sales Representative. "For example, we specialize in MPIs on the TFE731 engine having invested in all Honeywell approved repairs and the necessary


tooling. We are able to perform in-house blade change and balances, turbine nozzle flow checks and NDT. All this on top of our 25 years of experience allows us to perform this work in as little as five days, in most situations. It is difficult for others to match our expertise, capabilities and downtime."

Another example is when a customer chooses a discounted vendor to repaint their aircraft but isn't aware, until it is too late that they are not equipped to perform the FAA test that is required after every paint event and before the aircraft is allowed to fly. Suddenly the "great deal" isn't so great and the plane is grounded not producing revenue. In this situation, Duncan Aviation has been called to come on-site to provide the necessary testing to get the

customer in the air again. In the long-run, Duncan Aviation would have had them flying a lot sooner with less hassle.

There is no simple solution to keeping an aircraft airworthy. The regularly scheduled maintenance events and those that are not expected all add to the cost of doing business by air. As an aircraft operator as well as a service provider, Duncan Aviation understands the daily complexities and has already anticipated your needs before you have. We make it our business to take the complicated puzzle of aircraft operation and ownership and make it as simple as possible for the customer. The best and most economic choice for maintenance events, all the time, every time is Duncan Aviation. The years of experience and the long list of capabilities at

all of our facilities has proven that when we promise to do a job, we are promising to deliver on time, at a fair price, and with the highest quality of work. This isn't a random guess disguised as a promise; it is the expert opinion of team members who make it their job to know.

For more information or answers to your questions, contact Doug Schmitt in Lincoln at 800.228.4277 or Brian Barto in Battle Creek at 800.525.2376. 



Simplifying A Puzzle Of Complexity

"I like to think of my designs as contribution to the world's art collection. The aircraft interior and fuselage are my canvas and interior and paint design are my media."

— Teri Nekuda, Designer



"Creating the first conceptual drawing for a customer can be challenging. You set aside your own personal likes and dislikes to consider the industry, culture and colors of the company. Sometimes you're way off base, other times it's a home run. Either way, it's a starting point."

— Tiffany Griffin, Designer





IT DOESN'T GET MUCH EASIER

“From the beginning to the ‘jaw-dropping’ end, it couldn’t get much easier.” That is how Bob Petty, International Game Tech Flight Department Manager, described the acquisition and complete make-over that many Duncan Aviation experts were involved with and performed on their newly acquired Challenger 604. “It was more than a business arrangement. It was a partnership.”

In March of 2006, IGT was in the market to upgrade their aircraft and turned to Bob McCammon and Doug Kvassay, Duncan Aviation Aircraft Sales & Acquisition Sales Reps. They researched the world market to locate the right aircraft. They found what they were looking for in Venezuela. “Those guys really made the transaction simple. I completely trusted them and was not disappointed,” said Bob.

But IGT wasn’t finished. Duncan Aviation, gutted, stripped, sanded, refurbished, reupholstered, polished and painted both inside and out. The results were amazing.

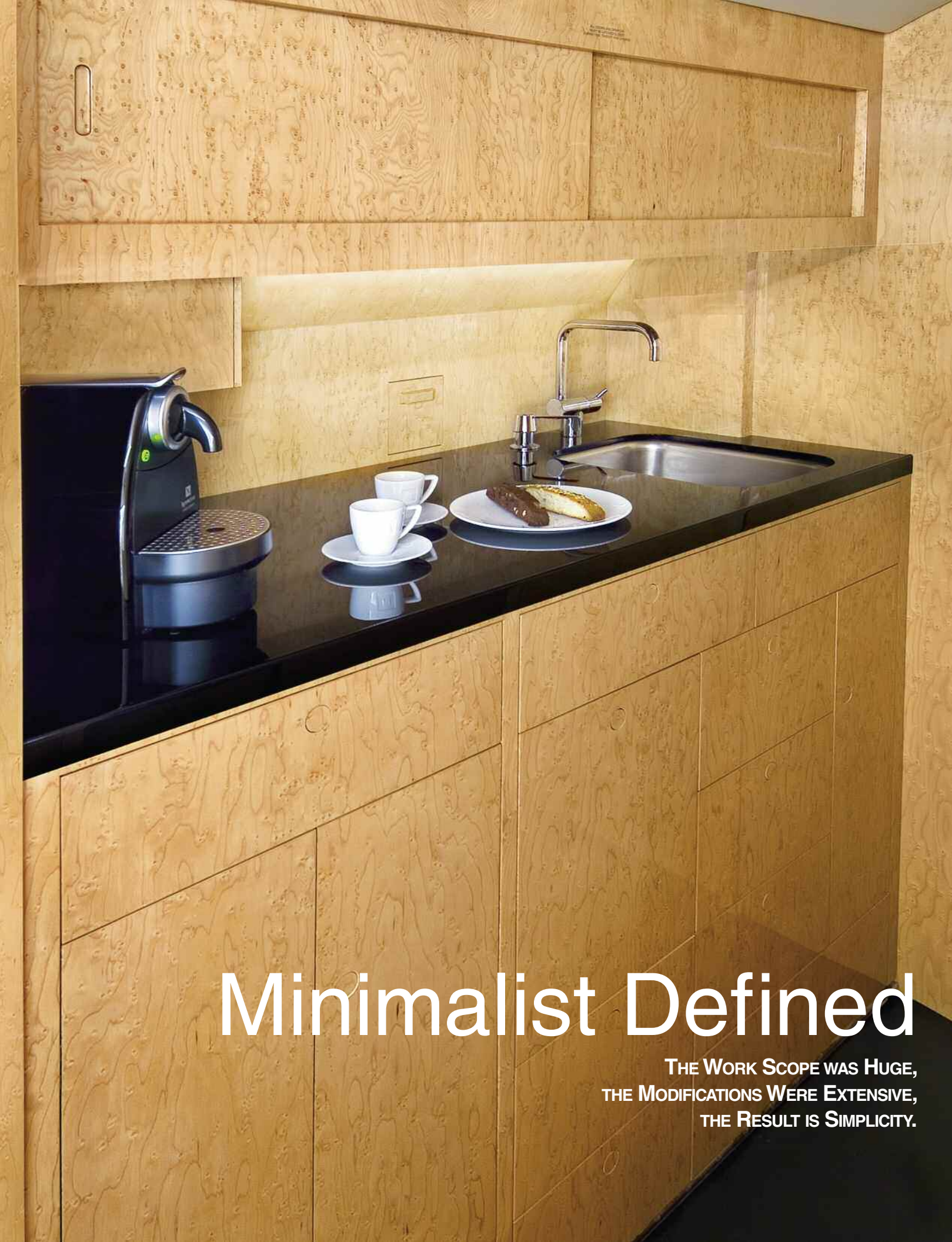
On Valentine’s Day, Christine Mann, designer, and Mike Minchow, Completions Sales Rep personally delivered the aircraft to IGT in Las Vegas. “The plane was immaculate! Everyone was very pleased with the quality and detail of the work.”

To Bob Petty it was a pleasure working with everyone at Duncan Aviation. “It was like having a partner. They found and negotiated the price of the plane. They painted and upgraded the plane. They delivered it on time. And then they helped us sell the old plane. It doesn’t get much easier than that!”

“2007 is more about being an individual. I find it more impressive to not do the new thing but do your own thing.”

– Christine Mann, Designer





Minimalist Defined


THE WORK SCOPE WAS HUGE,
THE MODIFICATIONS WERE EXTENSIVE,
THE RESULT IS SIMPLICITY.



The foundation of this project lies solidly in the lifestyle of the owner of this Gulfstream G-IV. Inspired by the color of his Porsche and a visit to his home in Park City, Utah, Duncan Aviation Designers went to work designing his new aircraft.

The work scope included exterior paint, avionics installations, airframe maintenance and extensive interior design, fabrication and installation of the following:

- *New forward lavatory*
- *New cabin headliner, PSU-Valance panels, one piece cabin window panels, new electric pleated window shades and new removable center cabin curtain*
- *New veneered drinkrails, executive tables, conference table, lower sidewalls and low-profile floor ducts for a wider interior*
- *New credenza and divan with end-arm cabinets*
- *New seats with footrests*
- *Modification of the galley with a larger sink and new, contemporary faucets*
- *An additional, hinged aft baggage shelf*
- *New switches, 17" & 15" Rosen monitors, DVD player, convection microwave oven, new EMTEQ LED cabin upwash and downwash lighting*

You will find no externally visible latches, brackets or hardware of any kind. Clean lines in the cabinetry and fixtures feature the fundamental beauty of the wood and metal. The basic elements shine in this environment, all inspired by a trip to the owner's home, which was a study in concrete, stainless steel, granite and maple. 



“I loved being a part of the design team for this aircraft. A large project like this one allows us to explore and grow as designers, using the synergy that develops from the cumulative knowledge of the group.”

– Kristen Cotugno, Designer



Service Below The Surface

Robert Wright
Director of Maintenance
Bechtel Corporation

“Customer service” means different things to different companies. To some, it is applied with varying degrees depending on how much the customer is spending. With others, it disappears as soon as the sale is made. This is a common occurrence across all industries and sadly customers have become desensitized to its effect and no longer demand to be treated better. But every once in a while, a company gets it right, daring to go below the surface of superficial customer service to build relationships with customers and deliver what the customer desires, not just what they need. They don’t count transactions; they provide experiences that have the power to create long-term connections with their customers.

Robert Wright believes Duncan Aviation is such a company. As the Director of Maintenance for Bechtel Corporation, he believes Duncan Aviation looks beyond the dollars and cents of the deal to the heart of the relationship. For nearly 20 years, Bechtel has turned to Duncan Aviation for tip-to-tail aircraft services. This includes the 13 turbine engines that keep their planes in the air.

Why are you a Duncan Aviation customer?

Duncan Aviation delivers on four key factors better than anyone else: highest quality product, competitive pricing, competitive downtime and first-rate customer service. They don’t just hit the mark on some things some of the time. They deliver on all four all the time. Very few other aircraft service providers deliver this level of performance for us as consistently as does Duncan Aviation.

What makes Duncan Aviation Bechtel Corporation’s first choice for turbine engine maintenance?

In a name—Doug Alleman. Doug is the face of Duncan Aviation’s engine maintenance capabilities for us and the first person I call. He provides us with drop-everything customer service and makes us feel as if we are his only customer. Even if we don’t have an engine event scheduled, I can and often do call Doug with questions or issues relating to the operations of our engines. In my opinion, not one of Duncan Aviation’s competitors offers the same level of service to us. They’re ALWAYS there to support us!

Can you give me an example of his “drop-everything customer service”?

Absolutely! Doug went to bat for us with a Honeywell MSP issue that a different service provider was unable to work through and get resolved in a very timely manner. Frustrated with the lack of progress on the project, I called Doug for assistance. It was through his willingness to help and his outstanding relationship and knowledge of his business

that with one phone call he resolved the problem and we were able to get the engine repaired and the airplane back in service quickly. Doug solved the problem for the other guy! How’s that for service?

What do you think is Duncan Aviation’s highest quality product?

In the business aviation industry the highest-quality product boils down to knowledge and performance, which lies squarely with the techs on the floor. That is where Duncan Aviation stands a step above the others.

I have had the rare opportunity to watch two Duncan Aviation Rapid Response Team members (Ryan Staggs- Denver/Chris Dube-Dallas) work side-by-side at our facility, with a team from another service provider. The Duncan team displayed a superior work ethic over their counterparts, doing what was required to get the job done. They showed up early, stayed late and worked hard. A work ethic that is obvious from top to bottom within Duncan Aviation.

You asked what Duncan Aviation’s highest-quality product was. The answer is the attitude of their employees.

Do you award service work based on price or downtime?


Obviously both price and downtime are huge considerations when awarding service events—yet they are only factors in our decision process. Because aviation is such a complicated and dynamic industry, we are not simply focused on just getting the cheapest price or the fastest downtime. I know what it takes to do the work and to do it right without our intervention and also know that these results are hard to produce with “the low price leader.” Duncan Aviation always quotes a competitive bid that is in-line with the work required. We want the work done right the first time and understand that this quality typically comes at a price.

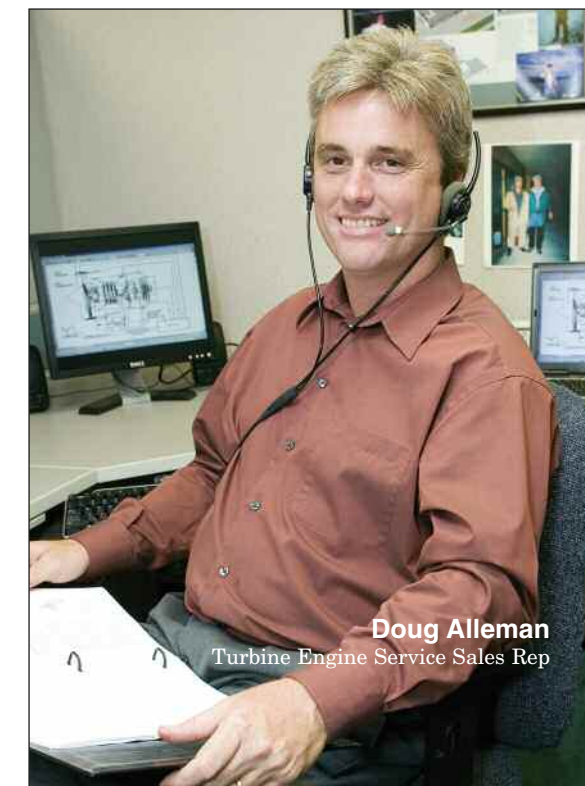
Are you a smarter customer having been a Duncan Aviation customer?

I wouldn’t say that I am smarter as a result of being a Duncan Aviation customer but because of my resources within Duncan, I have answers to far more questions than I would

have if we were not a customer. Bechtel relies on me to make recommendations and sound decisions regarding the maintenance of their aircraft and I don’t have all the answers. I do however have easy access to the best knowledge base that business aviation has to offer with one simple phone call. From engines to interiors, the experts are just a call away.

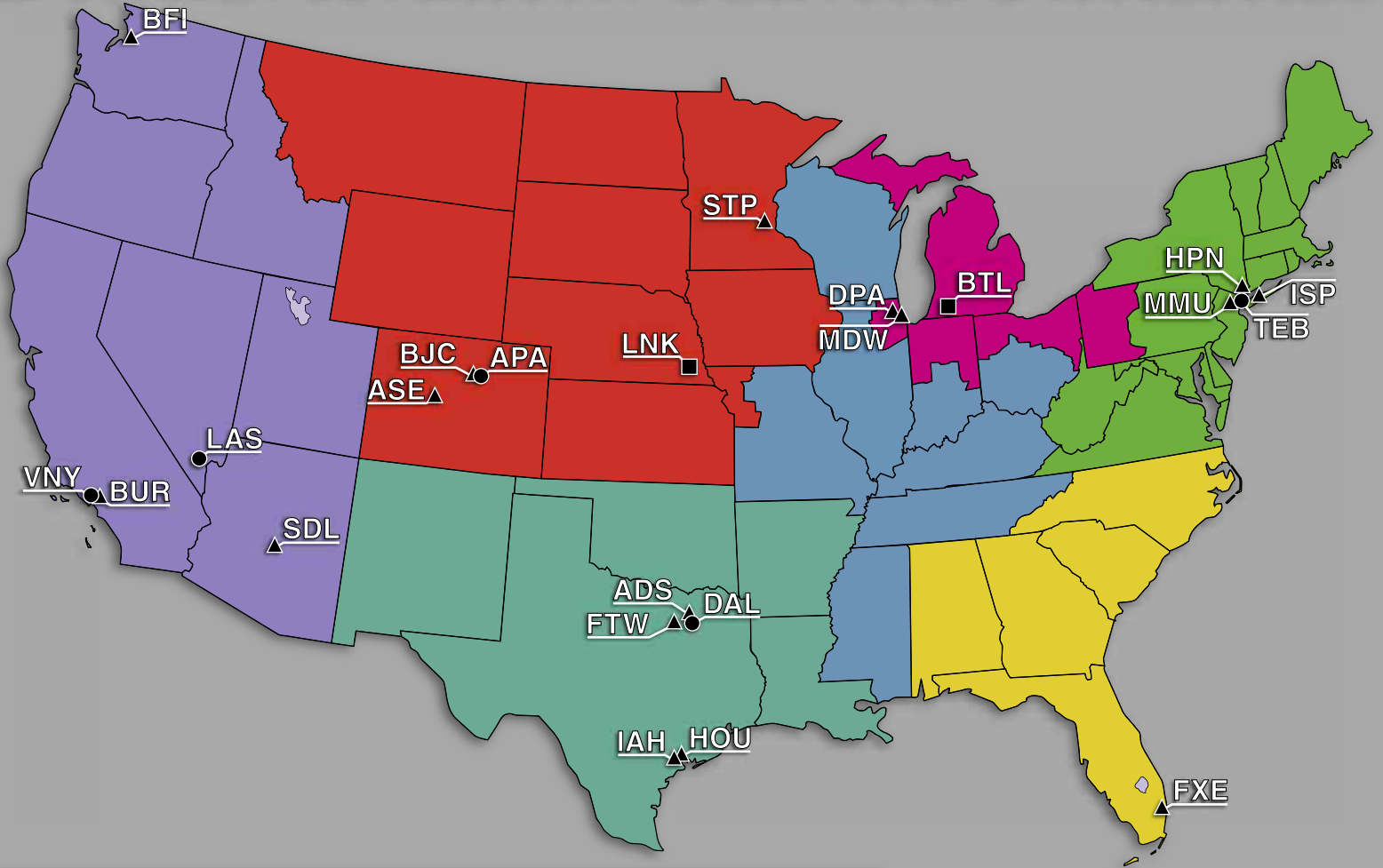
After many years of satisfying experiences with Duncan Aviation, we have come to expect nothing less but know and appreciate the effort that it takes to create such experiences time and time again. Things change though and our industry is competitive, so the drive within Duncan Aviation to maintain their performance must remain high. The bar that Duncan Aviation has set over the years is high and I am convinced that there is a firm commitment to maintaining their competitive edge.

Customer Service means different things to different companies. At Duncan Aviation, providing the highest in quality product with superior customer service is the number one guiding principle. They do more than trade transactions, they create experiences. 



Doug Alleman
Turbine Engine Service Sales Rep

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	Bob Hazy, Manager	303.649.1790
DAL	Dallas, Texas	Kent Beal, Manager	214.352.3468
LAS	Las Vegas, Nevada	Mark Francetic, Manager	702.262.6142
TEB	Teterboro, New Jersey	Earl Tempelmeyer, Interim Manager	201.288.1550
VNY	Van Nuys, California	Tony Russo, Manager	818.902.9961

▲ AVIONICS LINE SERVICE FACILITIES

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