

Duncan Debrief

A PUBLICATION OF DUNCAN AVIATION

Summer 2009

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives."

- William A. Foster

Thank you for choosing Duncan
for your aircraft needs

Dony Fitzhugh

Trevor Bartlett

JEREMY KATLER

DUNCAN
AVIATION



Duncan

Dave Schme

Nancy Mall

We are proud to sign our work.

Penny



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Donald Duncan (1922-1981)



from the chairman [Todd Duncan](#)

On a weekly basis, I travel to meet with some of the most interesting and influential people in our industry; individuals who work hard providing leadership for business aviation’s powerful associations and lobbying efforts, key customers who understand the benefits of business aircraft ownership and aviation enthusiasts who simply love to fly. I truly enjoy the people in our industry and the support they have shown us for years.

Rarely does a week go by when I don’t hear someone mention a Duncan Aviation team member by name. Describing their experience at one of our facilities, they let me know they consider our people experts, resources and friends. We’re serving customers in a very real way, letting them know we value their business and helping them operate their aircraft with success.

Duncan Aviation’s reputation not only represents the highest in quality work, it is one company among many that stand united in a show of support for the future of business aviation. Every Duncan Aviation team member comes to work knowing that their dedication, hard work and knowledge matter not only to their customers and their company, but to the entire industry.



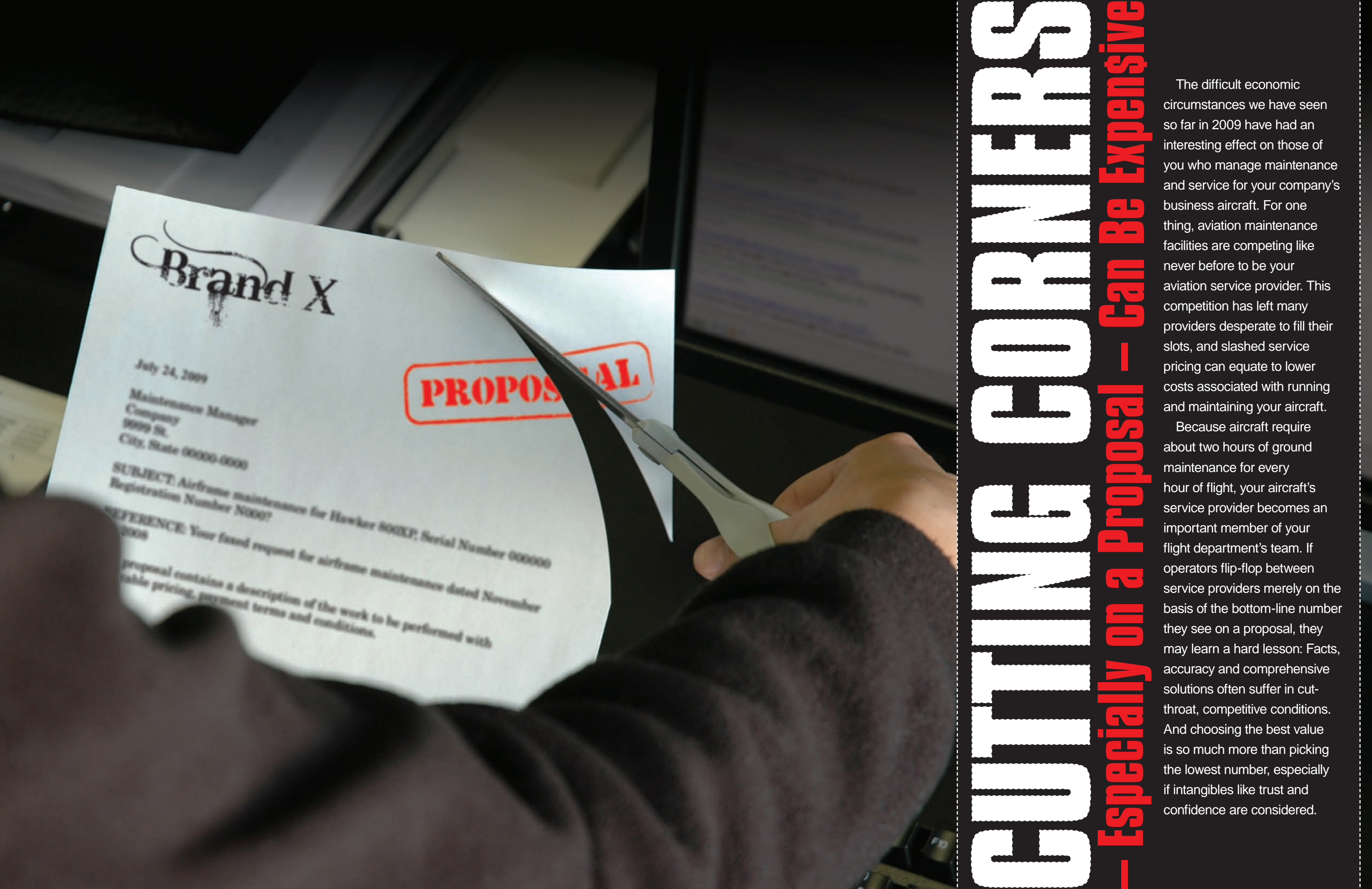
bombardier airframe [Tech Rep](#)

Cary Loubert

Cary Loubert loves a challenge and he loves to share his knowledge with others. Hired by Duncan Aviation as an Airframe Technician in 1995, Cary has been working on Challengers and Learjets for 12 years. During that time, Cary has learned a lot and worked hard to share his knowledge with those around him. That is probably why he has so easily made the transition from Technician to Tech Rep.

“I love coming to work at Duncan Aviation every day,” says Cary. “Taking on the challenging issues inherent in aircraft maintenance is something I really enjoy.”

As shown in the article “Placing Value on Peace of Mind” (page 7), being a good Tech Rep requires more than just knowing your facts. It requires great communication skills. According to Cary, the best part of his job is working directly with customers and doing all he can to solve their problems. “I especially enjoy it when we are able to deliver above the customers’ expectations.”



Brand X

July 24, 2009

Maintenance Manager
Company
9999 St.
City, State 00000-0000

PROPOSAL

SUBJECT: Airframe maintenance for Hawker 800XP, Serial Number 000000
Registration Number N0007

REFERENCE: Your faxed request for airframe maintenance dated November 2008

proposal contains a description of the work to be performed with
table pricing, payment terms and conditions.

CUTTING CORNERS — Especially on a Proposal — Can Be Expensive

The difficult economic circumstances we have seen so far in 2009 have had an interesting effect on those of you who manage maintenance and service for your company's business aircraft. For one thing, aviation maintenance facilities are competing like never before to be your aviation service provider. This competition has left many providers desperate to fill their slots, and slashed service pricing can equate to lower costs associated with running and maintaining your aircraft.

Because aircraft require about two hours of ground maintenance for every hour of flight, your aircraft's service provider becomes an important member of your flight department's team. If operators flip-flop between service providers merely on the basis of the bottom-line number they see on a proposal, they may learn a hard lesson: Facts, accuracy and comprehensive solutions often suffer in cut-throat, competitive conditions. And choosing the best value is so much more than picking the lowest number, especially if intangibles like trust and confidence are considered.

Comprehensive Proposal Design

The most critical factor in the initial stages of negotiation for an aircraft project is the interaction and relationship between the service provider's sales representative and the director of maintenance (DOM), pilot or CEO who represents their company concerning their aircraft. The eventual flow of work and cost of the project will, or at least should be, communicated in the proposal that results from these discussions.

There are many different types of proposals submitted to customers. The information communicated between the parties through the proposal ultimately will determine the quality and scope of the work as well as the success and cost of the project.

"A more comprehensive proposal always leads to more comprehensive service on the hangar floor and a higher level of quality because of better communication," says Dan Fuoco, Duncan Aviation Hawker Service Sales Representative. "When a customer takes the time to put together a work scope list, they certainly deserve to see a proposal of equal or superior effort in return. Duncan Aviation always delivers that type of proposal because we understand the consequences to ourselves and our customers if an incomplete proposal is submitted."

No Assumptions

Fuoco relates a story about a 16-year inspection on a Hawker where he and Duncan Aviation lost the project's bid because the customer looked at the bottom line number on a competitor's single-page proposal. Fuoco had put together the normal, comprehensive proposal that Duncan Aviation prepares for prospects; it contained many pages of detailed information, specific quotes and an accurate bid. The CEO was the company's decision-maker, and he only looked at the bottom-line numbers. Weeks into the project, Fuoco received a phone call from the upset DOM of that company. The DOM said that the bid they accepted neglected to mention many items that were required to perform the work scope. Interior access and x-ray charges were being added, along with other things that were never in their initial quote. The DOM said the costs were rising fast and were already past Duncan Aviation's proposal, which had included those things.

"The customer made an incorrect assumption that the lower bottom-line bid on their proposal would save them money. This is almost never

the case," Fuoco explains. It was an expensive lesson for the decision-making CEO.

A detailed proposal, written in a professional manner, allows a prospective customer to truly compare facilities.

"Customers who receive an accurate and detailed proposal from Duncan Aviation always know what to expect as opposed to a single bid number for an inspection on one sheet of paper," says Dennis Van Strien, Duncan Aviation Citation Service Sales Representative.

Intangibles Have Value

Longtime Duncan Aviation customers often only use a competitor bid as a comparison against the Duncan Aviation bid. The decision to come to Duncan Aviation is normally already made because the relationship is solid and the trust is complete. These longtime customers know that their Duncan Aviation proposal is complete and that the intangible benefits inherent in the proposal provide a further reason to reject a

competitor's low-ball bid; they are things that may be unseen but can be felt at delivery and throughout the life of the aircraft.

These intangibles vary with each customer but can include things like an aircraft's resale value, 24/7 access to Duncan Aviation's AOG Rapid Response services, future support of the most knowledgeable tech reps in the industry, and the dependability of having aviation professionals backing up every element of a work scope. These things are never written into a proposal. Those who look at the bottom-line number fail to understand these intangibles, but longtime Duncan Aviation



Dan Fuoco discusses Hawker maintenance with Jim Reay, Airframe Mechanic.

customers rely on them and know that the intangibles often determine who ultimately gets the best deal!

A Customer's Perspective

Heath McDaniel, Aircraft Maintenance Manager for Michelin Tire, is a customer who understands the value provided by a Duncan Aviation proposal. Heath explains that he uses a simple matrix when deciding which service provider to use.


"We rank service centers by quality of work, first; then downtime and finally cost of work scope," Heath says. "We track individual expenses and we've found Duncan Aviation to be good at downtime estimates. This helps lower our cost of travel and factors into our decisions. Of course, no one can plan for the unseen."

When Heath gets his proposal, he requires a "relatively accurate number" of what the project will cost. He does not appreciate itemized proposals with no total or inaccurate numbers. He says these types of proposals can lead to large cost overruns, and are often deliberately written that way.

Heath has the right idea. His matrix looks at quality first rather than price. And ultimately, that's the reason a quality proposal is so important. It reflects on the quality you receive on the floor of your service provider.

Unforeseen circumstances, such as corrosion, cannot be planned for but play into Heath's second criteria of downtime. A premier company such as Duncan Aviation knows how to minimize the impact of these types of unfortunate discoveries. And finally, the total cost of the work scope depends on the first two points and how a company manages their associated expenses.

Your Success is Our Success

At Duncan Aviation, we measure our success according to each individual project; every project is special to us! And this phenomenal success, which has a legendary history, starts with the stability found within each Duncan Aviation proposal and the fact that customers know that corners will never be cut after accepting their Duncan Aviation proposal. 

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives."

— William A. Foster

FINDING FAULT

DUNCAN AVIATION TECHS TACKLE "NO FAULTS FOUND"



No one in the aviation industry likes to see an instrument or piece of avionics equipment labeled as No Fault Found (NFF). So Duncan Aviation technicians take great care to find faults.

Equipment is labeled NFF when the squawk it is sent in for cannot be duplicated in the repair bench environment. Additionally, many problems with avionics equipment and instruments are intermittent; the equipment doesn't fail outright, it just periodically stops performing as needed. That makes diagnosis even more difficult.

Kevin Miesbach, Manager of the Duncan Aviation Avionics/Instrument Shop, estimates that between 10-25% of the components that Duncan Aviation receives are labeled NFF at a different shop.

So just how does Duncan Aviation tackle these diagnostic dilemmas?

Experience Saves Money

There are hundreds of years' worth of experience among the talented and tenacious technicians working on gyros, weather radar, antennas, autopilot equipment, and navigation/communications systems sent to Duncan Aviation. Kevin believes that this experience is the main reason Duncan Aviation is known for its ability to resolve NFF problems. Because Duncan Aviation technicians are assigned to dedicated stations and work all day, every day, on the same types of components and instruments, they become familiar with even the most uncommon problems and failures.

Randy Bauer has worked at Duncan Aviation for 21 years. As the Gyro II Team Leader, Randy explains that a faulty gyro could cause wing rock. However, determining what's wrong in a gyro isn't that easy. "In the vertical gyro, wing rock may be caused by defective gimbal bearings, low liquid level, or free drift rates. And in rare instances, the directional gyro could cause the same wing rock discrepancy if it has defective gimbal bearings or if the free drift rates don't conform to specifications."

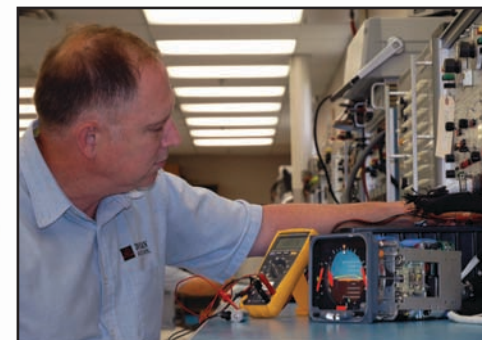


Randy Bauer troubleshoots a gyro.

Instrument Master Technician Ed McCranie celebrated his 33rd year at Duncan Aviation this May. Ed specializes in repair and overhaul of attitude indicators. Some of these indicators have a new replacement cost of up to \$40,000, so repair is preferred.

The motors used to drive the attitude and command displays in some attitude director indicator models have

intermittent failures. If the motor fails just once every 300 cycles, that would prevent it from being acceptable for continued service. These parts are carefully inspected to minimize the chance of in-flight failures.



Ed McCranie works on a motor.

Environmental Testing

Duncan Aviation's Avionics and Instrument Shop uses chambers that simulate the temperature extremes equipment experiences in flight. For instance, a weather radar antenna in an aircraft's nose cone may experience 100-degree temperature swings from ground to altitude. To duplicate and diagnose problems, Duncan's chamber can re-create those extremes (-40C to +70C).

Randy explains that all gyros are subjected to temperature extremes: They go through a hot (oven: 200 degrees) and cold (freezer: 20 degrees) soak to simulate the real-life temperatures the gyro may experience during flight or on the ground.

In addition, the shop houses an altitude chamber to simulate the changes in altitude and pressure that equipment undergoes during flight. And a vibration simulation re-creates the shaking and shuddering of an aircraft under various flight conditions.

State-of-the-Art Diagnostic Equipment

Duncan Aviation also invests in the most current tooling and repair manuals. When Team Leader Nic Evans works on autopilot instruments, he uses a Duncan-developed automated test set called Date-1B. Instead of spending eight hours standing and monitoring the diagnostic test on a faulty autopilot, he hooks the unit to a computer for testing. While the tests are running, he's free to work on other units.

Developed by Duncan Aviation's Research & Development experts, the test set performs diagnostics

and produces an analysis that Nic and his team use to pinpoint the problem. A major benefit of this automation is that it allows technicians to repeat lengthy tests many times in an attempt to duplicate intermittent problems that would normally take days to find, making this not only more cost effective but creating a higher probability that the fault will be identified.

Narrow the Field

Duncan Aviation also has four Components Tech Reps who provide support for the Avionics/Instrument Shop by speaking directly to customers to help troubleshoot problems. Kevin says, "Parts may arrive with a tag that says, 'broken' or 'doesn't work'."

From that brief assessment, it's very difficult for a technician to discern what's wrong. Tech reps call the customer and talk through the problems he or she has been experiencing to help pinpoint the source of the malfunction.




Kevin Miesbach talks with Tech Rep Curt Campbell.

"Sometimes," Kevin says, "we have a unit here to work on. But after talking with the customer, our techs realize that unit may not be the source of the problem. So troubleshooting with the customer is an important step that helps ensure the customer doesn't waste money sending in the wrong boxes."

Randy agrees. "If an aircraft is experiencing wing rock, we might suspect a faulty gyro. However, it might also result from the autopilot sending a faulty signal to the servo. If the customer simply sends in the gyro and says the problem was wing rock, we could work on that gyro for months and never diagnose a problem."

Up to the Challenge

Locating the true nature of problems with avionics and instrument equipment is not always easy. The technicians at Duncan Aviation go to great lengths using experience, knowledge, environmental and diagnostic testing equipment and sheer determination to find solutions to components problems and save customers time, money and frustration. 



DAN BRADLEY



MARK CASE



ALAN HUGGETT

PLACING VALUE ON PEACE OF MIND

YOU MAY BE ABLE TO PUT A PRICE TO A LOT OF THINGS SURROUNDING YOUR FLIGHT DEPARTMENT. FOR INSTANCE, YOU PROBABLY HAVE AN IDEA OF THE COST OF AN HOUR OF YOUR TIME, THE COST PER FLIGHT HOUR FOR YOUR AIRCRAFT AND THE COST TO PUT YOUR AIRCRAFT DOWN FOR A PLANNED MAINTENANCE EVENT. BUT WHAT IS THE COST OF YOUR BOSS MISSING AN IMPORTANT MEETING OR THE CHANCE TO MEET FACE-TO-FACE WITH A CLIENT? THE PRICE COULD BE VERY HIGH INDEED. WHO YOU CALL WHEN THE UNEXPECTED HAPPENS IS A VERY IMPORTANT DECISION, ESPECIALLY WHEN A CRITICAL TRIP HANGS IN THE BALANCE. WITH THE RIGHT TEAM BEHIND YOU, AN UNEXPECTED AOG EVENT CAN BE STRESS-FREE. DOES THIS SOUND TOO GOOD TO BE TRUE? READ ON...

A FEW MINUTES CAN MAKE A LIFELONG IMPRESSION

On a Thursday afternoon in January, during a flight to Detroit, the Learjet 31A flown by Dan Bitton experienced a problem with a leaking nose strut. The Chief Pilot for Clear Sky Aviation, Dan's first call was to Duncan Aviation. Alan Huggett answered the phone and within minutes got Duncan Aviation's Bombardier Tech Rep, Cary Loubert, in the conversation. They agreed to line up the team and meet the plane when it arrived.

Thirty minutes later, the Learjet pulled up on the ramp, was towed inside and the troubleshooting began.

"After talking to Dan, we immediately got down to business," Cary says. "We opened the work order and started chasing down the parts. We arranged to have a courier deliver parts immediately if they were needed. While we were finalizing our plan, the aircraft arrived. We pulled it inside and got to work.

"Upon inspection, we determined that we would try servicing the strut first. The icing conditions Dan experienced on his flight may have caused the problem. We quickly did a pressure check and found that the strut was airworthy, we finished up the paperwork and got Dan on his way."

Less than an hour after he first arrived with a problem, the aircraft was back in the air and the passengers on their way to their meeting. Those are the facts, but how did it feel? Here's what Dan had to say:

"We were met immediately on the ramp and the line crew had the tow bar on the jet before the engines spooled down. The team met me inside and informed me of their plan of attack. Confident in their abilities, I settled down to wait.

"My first impression of the Duncan Aviation facility then hit me – it was too clean! Everywhere I walked and dropped a bit of snow, a wonderful gentleman followed me with a mop. I wanted to take him home with me!

"The friendly front desk team then took over. They asked us if we needed anything and gave us a private office fit for the President. Sadly, we did not get a chance to use it. The Learjet team led by Dave Mills and Cary Loubert had the problem solved in less than an hour.

"What a great experience— we were very impressed with the exceptional service, the flawless facilities, the tremendous technical abilities and the second-to-none customer service. Thanks to Duncan Aviation, my employer made it to an important meeting in Chicago that evening."

EASTER WEEKEND AOG

What happens if your aircraft is AOG in a service facility and they can't fix the problem in time to get you where you need to go? A quick call to a trusted expert and some creative thinking got this AOG situation back on track.

On the Saturday evening before Easter Sunday, a team at one of Duncan Aviation's competitors was just finishing work on a Falcon 900EX that had recently come in for AOG engine repair. While installing the starter/generator, it was noted that the end cover was damaged and the unit could not be installed. A new one would have to be ordered. Even with counter-to-counter service, a replacement would not make it in time for a critical Sunday trip. And a charter flight to bring in the part from the East Coast to the Midwest would have added tens of thousands of dollars to the project's cost.

Dassault's Field Service Rep Steve Wolff was there for this Falcon operator. Upon hearing of the problem, his first call was to Duncan Aviation, where he was quickly put in touch with Mark Case, Airframe Team Leader.


"I explained the situation to Mark and he told me that he would do everything possible to help us out," Steve says. What transpired is something, through my experience, not too many individuals would be willing to do. After verifying the required part, Mark removed the item from an aircraft already in the Duncan Aviation hangar, completed the required paperwork and waited for a locally chartered aircraft to pick the item up. This took place well after 10 p.m. on Saturday. Mark was in constant communication with me and the crew of the AOG aircraft. The item was received, installed and engine runs completed by 1:30 a.m. Easter morning. The expression of relief on everyone's faces was priceless when the part arrived. I can't begin to tell you how much the customer appreciated everyone's efforts, particularly Mark's, to get this aircraft flying by Easter Sunday. Without his ability to recognize the importance of this particular situation, all efforts to meet the customer's schedule requirements would have been in vain."

Mark says, "I was willing to drive the part there myself, if necessary. This would have made a long day for me, but the part would have been there in time for their flight on Sunday." Luckily, a charter was located and Mark did not have to make that drive.

This level of service, especially on a holiday weekend, is truly exceptional in the eyes of many operators. To the team at Duncan Aviation, however, this kind of story is a regular occurrence. "Really, it's not much of a story," Mark insists. Many would beg to differ.

DO YOU HAVE A GO-TO TEAM? WHO DO YOU CALL FIRST WHEN YOU'RE AOG?

No matter where you are or what your situation, you would be wise to have a go-to team that can handle anything, quickly and efficiently. A team dedicated to getting it right the first time, without delay is critical to avoid wasting priceless time.

Having the confidence of knowing that you'll get someone with your best interests in mind on the phone on a Saturday with only a few hours before a critical flight is something you can't put a price on. This feeling of confidence is not just icing on a cake; it is a very valuable gift—the gift of peace of mind. 

Duncan Design Collection Falcon 50



Starburst veneer design with plated inlay and contrasting veneer on the perimeter.



Duncan Design detailing.



Modified galley with new counter and oval latches to update the design.



Duncan designed figure eight cupholders and new passenger controls including a custom bracket to angle the control screen for improved passenger viewing.



The Duncan Design Collection Falcon 50 interior features an all new shell package that improves passenger comfort by providing an increase of 1 1/4" of additional seated headroom. The significant increase in seated headroom is apparent above the seats in the shape of the Duncan designed PSU (passenger service unit) panels. The cabin headliner, PSU panels, window panels, lights, airvents and O2s are all new, and includes LED wash lighting.

The new Duncan Design Collection drinkrails and tables feature lightweight Enflite table mechanisms with a radiused table enclosure design. The custom window shade handles, table handles and storage compartment lids continue the sweeping radiused Duncan styling.



DUNCAN AVIATION CHAIRMAN TODD DUNCAN

Todd Duncan's Dispatch:

Todd Duncan speaks about his first 18 months as Duncan Aviation Chairman, the current landscape of business aviation and his greatest disappointment.

Although I officially became Duncan Aviation's Chairman on September 25, 2007, to a large extent this transition began more than 20 years ago and isn't yet completed. Over 12 years ago, Dad (Robert Duncan, Chairman Emeritus) stepped away from the tactical duties of leading Duncan Aviation and left its daily operation to President Aaron Hilkemann and the rest of the Senior Management Team. Dad had the vision and the driving philosophy for the company, and worked hard at maintaining our presence and relationships within the industry. His role in that capacity has helped me with my transition. It is now my turn to be an active member of our industry, taking part in many of its powerful and important associations and staying involved with key customers and business partners. It is through these relationships that I am able to see growth opportunities and create a vision for the future of Duncan Aviation.

I truly love what I am called to do because I enjoy the people of business aviation. Their support and encouragement lets us know we're doing something right. I enjoy talking with customers during industry events and meetings like our regular Wednesday

night customer dinners or our Customer Advisory Board meetings. Our customers love to talk about Duncan Aviation's team members. They mention specific experiences and individuals by name and go out of their way to tell others about us. It's gratifying when, in tough times, others stand up and say you're making a difference--that your people and teams are something really special. It's experiences like this that reinforce my opinion that Duncan Aviation's greatest asset is our people. They are extremely experienced and fiercely loyal. It is because of them and our internal culture that our reputation and long-term customer relationships continue to strengthen and grow.

Even with more than 20 years of experience in business aviation, my transition to Chairman has been significantly tested over the last six months with a freefalling economy and public scrutiny of business aviation. In a very short window of time, Duncan Aviation went from full schedules to a time of tremendous uncertainty. It seems that every 10 to 15 years, the aviation industry is faced

with negative economic conditions out of our control; that includes high inflation in the early '70s, high interest rates and recession in the early '80s and, of course, the tragedy of 9/11 in 2001. Because Duncan Aviation embraces fiscally conservative, long-term strategies, it's during the times of great profitability that we plan for these down cycles; we take care to continually hone our business and position ourselves in ways to ensure we navigate rough waters in a manner that allows us to come out stronger on the other side. It's in the midst of one of those horrible times that we currently find ourselves. Aviation fuel sales are down 25-30%, flying is down 30% and aircraft values have plummeted 20-50%. These drastic numbers affect every part of business aviation, and Duncan Aviation is no exception.

In March of this year, for the first time in Duncan Aviation history, we

were faced with having to reduce our workforce in order to stay viable. This is definitely not something we wanted to do, but we approached it and

worked through it in the same manner we would almost anything else. Key Duncan Aviation managers worked closely with the Senior Management Team in open, honest communication. I truly believe our dedicated workforce has been and will continue to be the backbone of our organization. Having to make the decision to reduce their number is my greatest disappointment. The anticipation was horrible; the unknowns and ambiguity of the situation along with deciding how deep to cut was tumultuous. It was by far one of the darkest days our organization has ever seen and I am certain that it always will be. As we recover and move forward, our schedules and backlogs are much stronger. However, there is still a lot of uncertainty in the industry, and there probably will be through the end of 2009. In these lean times, we're able to get more done with much less. The long and the short of it is that the shock has enhanced our productivity. We've figured out better and different ways of doing things. By necessity, the national economy has done that too. As a privately held company, we are flexible and have reacted quickly to our situation with some positive results. Our shops are busier and we see good operators of business aviation running their aircraft and using them for the right reasons.

We are moving forward with establishing a presence in Provo, Utah; rather than building a large full-service facility right away, we will lease hangar space from and partner with Million Air-Provo to enhance their FBO services. Although it isn't exactly what or how we wanted to begin, it gets us into a great facility that is big enough to get started with small maintenance support teams by mid-2010. This move is tremendously valuable and will reduce the risk


and cost to us and to our customers. From the very beginning, we will be authorized on Bombardier and Embraer products, but will have teams available to work on all of our core aircraft. After a year or two, when we get our footings in place, we'll add to the facility. It is still our goal to have a few hundred people on-site in three to five years. The landscape of business aviation continues to consolidate and change. Many of our closest competitors have been absorbed by larger organizations or OEMs and the merging of businesses in other sectors using business

aircraft has had a significant impact on aircraft management and charter. Although business aviation is in turmoil, there is one thing that hasn't changed; Duncan Aviation continues to hold strong to the long-term vision of who we want to be in the next three, five and 10 years. That direction and vision is and always has been to remain family owned and independent. Although our message has never wavered, I'm consistently being asked if I ever plan to sell. Let me be perfectly clear in my answer to that question: I love business aviation and thoroughly enjoy all the people and associations in the industry. I've been a part of Duncan Aviation for 20 years, working my way up. I fully intend to remain at Duncan Aviation and in business aviation for at least another 20 years.

As Duncan Aviation's Chairman, I'm deeply concerned about the economic impact the current administration and economic conditions have had on the industry. Recent negative publicity about companies flying corporate jets for purposes other than legitimate business has had a profound effect. There are now proposals in Congress

that will change the relationship between the FAA and EASA (the European Aviation Safety Agency), and how U.S. maintenance facilities become authorized to work on European aircraft. The current language of these proposals puts in jeopardy this solid and trusted relationship and will ultimately end up costing all aircraft owners and operators as well as U.S. and European maintenance facilities that do business internationally. We take our part in lobbying government

officials for better legislation very seriously. I and several hundred Duncan Aviation team members have written to our national and local representatives raising issues and expressing concerns. We participate in and stand up with our very powerful aviation associations, such as NBAA, NATA and AOPA. These groups stand together in support of the industry and its future growth both here in the United States and around the world.

The last 18 months as Duncan Aviation's Chairman has been filled with some of the most rewarding and disappointing experiences of my professional career. Even though unknowns remain industrywide, there are many things I am extremely excited about. Our relationships with our business partners are solid and the future for Duncan Aviation is strong. We will make it through these tough economic times better prepared for what lies ahead because of Duncan Aviation's committed leadership and all the dedicated and loyal Duncan Aviation team members. 

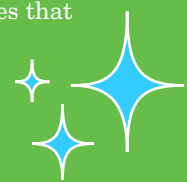
That direction and vision is and always has been to remain family owned and independent.

Duncan 411

NEWS & TECH UPDATES

n. (duncan aviation): the most comprehensive, family-owned aircraft support organization with a history of trying new ideas and an ability to innovate and transition itself into emerging trends.

The "Duncan 411" addition to the *Duncan Debrief* is meant to keep you up-to-date on the continually changing aviation industry. In it, you will find Duncan Aviation news and technical updates that may affect you or your aircraft.



BEYOND THE ECONOMY: IMPORTANT ISSUES FOR BUSINESS AVIATION

The state of the economy has consumed the news lately, and rightly so. The health of the world economy is the biggest factor affecting not just our industry, but virtually all businesses as well as all of us. While it is important to stay connected to what is happening in the global economy, let us not lose sight of other issues facing our industry and how we can positively promote the important role of business aviation.

As a leader in the industry and a member of the NBAA (National Business Aviation Association), Duncan Aviation is involved with the effort to combat the recent negative media coverage associated with "private jets." We support the NBAA, along with the General Aviation Manufacturer's Association (GAMA) and their recent launch of the "No Plane No Gain" campaign. The campaign is designed to educate the public on the importance of business aviation to our country, its

communities, companies and citizens. Through their website and their active public relations campaign, they are directly combating the negative coverage with facts about the importance of our industry for jobs, productivity and keeping America connected. You can get involved by sharing the information on their website, *NoPlaneNoGain.org*, which is updated regularly with fact sheets, ads, interviews, news clips and more.

Another key issue is the possibility of the implementation of user fees for funding of the FAA. Currently, fuel taxes are used to support the FAA and it goes without saying that larger aircraft pay a larger portion of the funding, particularly the commercial airline industry. It is the NBAA's position that it would be an unfair burden to smaller aircraft to take a user fee approach to funding, essentially treating a jumbo jetliner carrying 300 people the same as a small turboprop flying with three people aboard. This issue has been an important one for NBAA for many years and momentum has been building in our industry against user fees. So far, we have been successful in combating a user fee system, but user fee language in a recent budget planning document prompted a statement from NBAA against such a proposal.

n. (user fees): possible funding for the FAA which would treat a jumbo jetliner carrying 300 people the same as a small turboprop flying with three people aboard.


Finally, a very hot topic and an important issue for our industry is the Transportation Security Administration's (TSA) proposed Large Aircraft Security Program (LASP). Again, it is NBAA's position that the proposed program would impose an unfair burden on private aircraft operators. Essentially, compliance with LASP (as currently proposed)

would require private operators to pay thousands, even tens of thousands of dollars to implement and even more to maintain. We agree that this would be an undue financial burden given the safety record of our industry. NBAA has made an alternative proposal and is working with Congress and the U.S. Department of

Transportation on behalf of the 8,000+ members who would be adversely affected by LASP if it were to become law as currently proposed.

To find out more about all of these issues and how you can help, here are some links to more information:

www.nbaa.org/news/update
www.noplanenogain.org

You can also stay on top of the most current news on these and other issues by following Duncan Aviation, NBAA, No Plane No Gain and many other industry groups on Twitter. You can start here to set up an account and start receiving updates: www.Twitter.com/DuncanAviation. 

DUNCAN AVIATION ENTERS THE "SOCIAL MEDIA" WORLD

Do you have a MySpace or Facebook profile? Do you Tweet? Whether you do or you don't, you should know that social media sites like these are transforming the way people communicate. Wikipedia defines Social Media as "a fusion of sociology


and technology, transforming web communication from monologue (one to many) into dialog (many to many)."

Social media has been around for a while but is continually increasing in popularity. Facebook has now grown to over 200 million users and analysts say that platforms like Facebook are not just growing, they are metastasizing, with Facebook almost as large and powerful as Google, according to some.

And if Twitter continues on its current growth path, they say it could overtake them both.

Many Duncan Aviation customers, industry partners and team members use sites like Facebook and Twitter to communicate and network, and Duncan Aviation recently joined the conversation. With groups on Facebook and LinkedIn as well as a page on MySpace and a Twitter feed, Duncan

Aviation is out there with our brand, connecting with the industry.

We invite you to jump in with us and share. What are you doing? What is on your mind? How can we help you? Find our groups on Facebook and LinkedIn by searching "Duncan Aviation." You can also connect with us via myspace.com/duncanaviation or twitter.com/duncanaviation. We look forward to connecting with you. 

ROBERT DUNCAN RECEIVES MASTER PILOT AWARD

Robert Duncan, Chairman Emeritus of Duncan Aviation, joined 1,984 of the best pilots in the nation when he received the Wright Brothers Master Pilot Award in a private ceremony on Dec. 24, 2008. Named for Orville and Wilbur Wright, this award recognizes pilots who have demonstrated professionalism, skill and aviation expertise by maintaining safe operations for 50 or more years.

Robert Duncan credits his dad, Donald Duncan, founder of Duncan Aviation, for helping him realize his passion for flying. "The love of flying was instilled in me while sitting on my dad's lap in the cockpit of an aircraft. Safety was the first lesson I learned at the controls."

Robert went on to say he hopes to be instrumental in developing that same love of flying in his grandchildren.

Todd Duncan, Chairman of Duncan Aviation, nominated his father for this award and was present at the ceremony. "I'm proud of my dad and his safety record. He has set a great example for me and others to

n. (Wright Brothers Master Pilot Award): this award recognizes pilots who have demonstrated professionalism, skill and aviation expertise by maintaining safe operations for 50 or more years.

remember that in order to enjoy the freedom of flying, safety is paramount."

Flying is a Duncan family tradition with all the members of Robert Duncan's family holding pilot's licenses, including his mother, Betty; wife, Karen; son, Todd; and daughter, Paige.



Rick Johnson (Left) and Dan Peterson (Right) presented Robert Duncan, accompanied by his wife Karen, with the Wright Brothers Master Pilot Award.

DUNCAN AVIATION OPENS SATELLITE AVIONICS SHOP IN ATLANTA

Operators based near or traveling to Fulton County Airport (FTY) in Atlanta, Georgia, can now rely on Duncan Aviation for avionics needs closer to home with the opening of a new Duncan Aviation avionics satellite location there.

Located with Hill Aircraft and Leasing at 3935 Aero Drive, this shop is the newest in Duncan Aviation's growing list of more than 20 satellite facilities located throughout the United States. Managed by 15-year aviation veteran Edduyn Pita, operators may reach the shop by calling 404.227.9766.

DUNCAN AVIATION CERTIFIES FIRST WAAS WITH LPV ON LEARJET 45

On March 22, Duncan Aviation delivered its first Learjet 45 with WAAS LPV certification. This Universal dual UNS-1Ew installation with LPV approach capability provides ILS-like guidance down to near CAT I ILS minimums (as low as 200 feet with

1/2 mile visibility). The STC covers Learjet 40 and 45 models.

Duncan Aviation is planning several more Learjet 40/45 WAAS LPV installations now that the certification process is complete. Duncan Aviation plans the same Universal solution with LPV certification for the Astra SPX/ Gulfstream G-100 and is working with Honeywell on its upcoming dual NZ-2000 FMS with WAAS LPV certification for the Falcon 900.

WAAS equipment is ready to install today and certification efforts are under way. To find

out more about installation and certification for your aircraft, please contact any member of the Duncan Aviation Avionics Sales Team at either of Duncan Aviation's full-service locations: Battle Creek, Michigan, 800.525.2376; Lincoln, Nebraska, 800.228.4277.

To learn more about WAAS and LPV certification, visit www.DuncanAviation.aero/straighttalk. Duncan Aviation's Straight Talk series tackles the issues that are most important to operators, including WAAS, CPCP and Satcom and High Speed Data.



Not for navigational use.

DUNCAN AVIATION COMPONENT SOLUTIONS

Whenever or whatever your need, we have the **SOLUTION!**

Duncan Aviation has the component solutions customers expect from an award-winning team of aviation professionals who provide instant service 24/7 for the following:

- Rotables, Parts, OEM Exchanges and more
- Any Component, Avionic, Instrument or Accessory Repair or Overhaul
- Avionic, Instrument and Accessory Loaners
- Propeller Sales, Service and Solutions
- Calibration Services
- Free Locator Service
- International Service and Solutions at 402.475.4125
- Free Technical Advice
- Consignment Management and Sales Acquisitions



One call connects you to a universe of aviation services and solutions to your toughest aviation problems. Your boss will think you're a genius!

800.228.1836
800.562.6377

DUNCAN AVIATION EXCITED TO SEE FIRST PHENOM 100

Duncan Aviation is pleased to serve new Phenom 100 owners. With the recent completion of paint work on an Embraer Phenom 100 aircraft and the addition of line maintenance for the Pratt & Whitney 617F-E engines, Duncan Aviation brings its legendary service to a whole new set of aircraft operators.

“We are thrilled to see the first Phenom aircraft here in the United States,” says Duncan Aviation Chairman Todd Duncan. “We have a great relationship with Embraer and are looking forward to continuing to provide excellent service to Embraer customers, including the beautiful new Phenom 100.”

New Phenom owners Jim and Betsy Frost are thrilled, too. They love their Phenom 100 and recently made a splash while on static display at the EBACE convention in Geneva, Switzerland. The married pilots so enjoyed the trip that they have planned an around-the-world flight in their Phenom in 2010. To catch up on their adventures, you can visit their blog at www.Phenom1.net.

Here is an excerpt from their blog about their experience at Duncan Aviation, “Duncan Aviation worked around the clock on our plane. It was ready on time, when we arrived. They had a lovely red carpet out in


n. (red carpet): members of Duncan Aviation roll out airframe specific red carpets for deliveries.



Jim and Betsy Frost and their new Phenom 100.

their very clean, you could eat off the floors, hangar, and the red carpet was a Duncan Aviation and Embraer PHENOM-specific carpet... On time and perfect! Thanks, guys! They were proud, and rightly so!”

The Duncan Aviation experts in Lincoln and Battle Creek welcome all new owners to experience our service. Duncan Aviation is authorized to perform scheduled and

unscheduled maintenance up to and including the 48-month inspection, AOG support, troubleshooting, engine and APU removal and installation, warranty work, modifications and repairs and component replacement for the entire Embraer Executive Jet fleet. 

DUNCAN'S INTELLIGENCE OUR EXPERTS. YOUR TEAM.

AVIONICS INSTALLATIONS • PAINT & INTERIOR • AIRFRAME MAINTENANCE • ENGINE & APU • PARTS & COMPONENTS • AOG ASSISTANCE
LNK 800.228.4277 • WWW.DUNCANAVIATION.AERO • BTL 800.525.2376


DUNCAN AVIATION EXPANDS HELICOPTER CAPABILITIES

In response to requests from helicopter customers, Duncan Aviation has expanded its capabilities for helicopter components.



“For years, Duncan Aviation has had many helicopter capabilities and customers, but today there is a lot of pressure from helicopter operators for

higher reliability of their component repairs and overhauls,” explains Chris Gress, Component Solutions Manager at Duncan Aviation. “In order to bring our industry-leading low warranty rates to more helicopter operators, we have greatly expanded and enhanced our helicopter capabilities.”

For more information about Duncan Aviation's expanded helicopter capabilities, please call Mike Mettscher at 402.479.1675 or 800.228.1836 anytime. 

DUNCAN AVIATION RECEIVES CUSTOMER SERVICE AND DELIVERY AWARD

Duncan Aviation—Lincoln recently received a prestigious award from NetJets called the 2008 NetJets Base Maintenance Trophy. Competing against numerous service providers who perform maintenance, paint and interior refurbishment work on NetJet aircraft, the award is determined by many factors including the amount of release documentation errors caught by an extremely detailed NetJets Return to Service process, the dependability of the aircraft after they leave a facility and how many aircraft deliveries are on time.

“This award is a product of the teamwork atmosphere Duncan Aviation has between its facilities and departments as well as relentless dedication and determination to provide high-quality workmanship and outstanding customer service,” says John Slieter, Duncan Aviation’s VP of Modifications

and Completions Sales. “It is a testament to our ability to work through obstacles that arise during projects and to make sure the work is completed cleanly, correctly and consistently on time. That is something all Duncan Aviation customers can count on.”



Above: The 2008 NetJets Base Maintenance Trophy presented to Duncan Aviation.

Pictured on the Left: Duncan Aviation VP of Modifications and Completions Sales John Slieter and Duncan Aviation Chairman Todd Duncan hold the NetJets Base Maintenance trophy with David Makowski, VP of Base Maintenance for NetJets and Jim Krueger, General Manager of Base Maintenance for NetJets.

DUNCAN AVIATION AND MILLION AIR-PROVO SIGN HANGAR LEASE AGREEMENT

Duncan Aviation and Million Air-Provo have signed a Memorandum of Understanding that will allow Duncan Aviation to lease hangar space from Million Air at the Provo Municipal Airport in Provo, Utah.

“We are thrilled to be able to make this announcement,” says Todd Duncan, Chairman of Duncan Aviation. “We want to support customers with a facility in the western part of the United States and have been looking forward to building in beautiful Provo. This lease agreement allows Duncan Aviation to establish a maintenance service presence in Provo by August 2010 without requiring the expense of building a new hangar facility right now.”

“It is Duncan Aviation’s long-term plan and desire to build a nose-to-tail

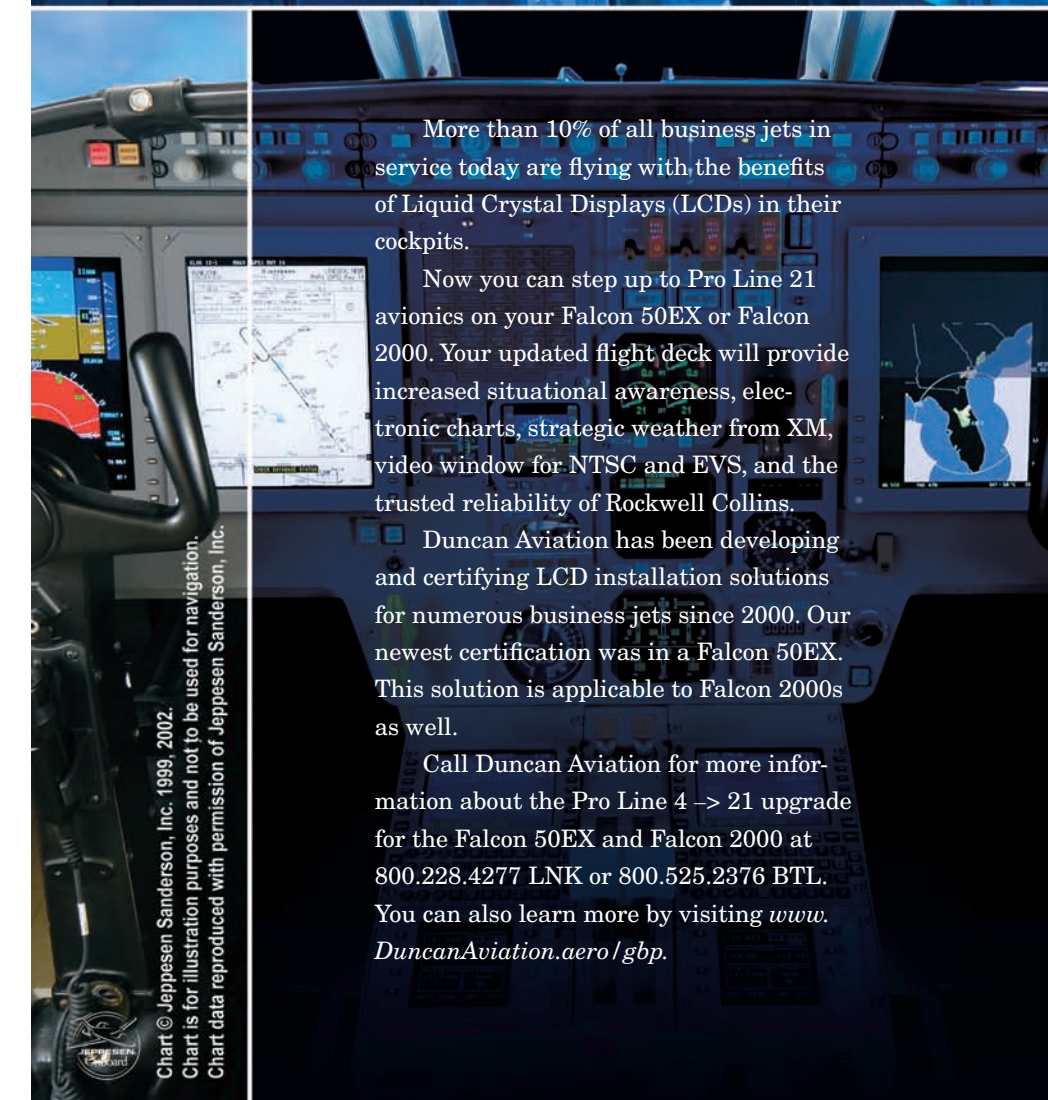
support facility in Provo,” Duncan continues. “We will evaluate the market and the economy on at least a quarterly basis and will begin preparation for a larger expansion as soon as we believe the timing to be correct.”

The leased hangar will give Duncan Aviation at least 15,000 feet for the service and support of business jet aircraft. The initial Duncan Aviation-Provo facility will be able to provide airframe and avionics support and will likely open with a team of 15 to 20 experts.

“This is an opportunity for our operation to partner with one of the country’s premier major repair and overhaul facilities and accelerate their entrance into this market,” says Bill Haberstock, CEO of Keystone Aviation, which owns and operates the Million Air-Provo facility. “Since our first look at the Provo environment, we have believed in the potential of the airport. In these economic times, this kind of agreement can keep the growth in place and position both our companies positively for the recovery.”



THE ULTIMATE RETROFIT EXPERIENCE WITH DUNCAN AVIATION’S GLASS BOX PROJECT FALCON 50EX/2000 4 -> 21 SOLUTION



More than 10% of all business jets in service today are flying with the benefits of Liquid Crystal Displays (LCDs) in their cockpits.

Now you can step up to Pro Line 21 avionics on your Falcon 50EX or Falcon 2000. Your updated flight deck will provide increased situational awareness, electronic charts, strategic weather from XM, video window for NTSC and EVS, and the trusted reliability of Rockwell Collins.

Duncan Aviation has been developing and certifying LCD installation solutions for numerous business jets since 2000. Our newest certification was in a Falcon 50EX. This solution is applicable to Falcon 2000s as well.

Call Duncan Aviation for more information about the Pro Line 4 -> 21 upgrade for the Falcon 50EX and Falcon 2000 at 800.228.4277 LNK or 800.525.2376 BTL. You can also learn more by visiting www.DuncanAviation.aero/gbp.

Chart © Jeppesen Sanderson, Inc. 1999, 2002. Chart is for illustration purposes and not to be used for navigation. Chart data reproduced with permission of Jeppesen Sanderson, Inc.



ARE YOU READY FOR STRAIGHT TALK ABOUT WAAS?

As a critical step in the FAA's NextGen plans, WAAS GPS approval will open up nearly all U.S. airports for IFR approaches. The latest addition to our Straight Talk series explores why WAAS is important to business aviation operations, explains equipment selection and installation and sheds light on the approval processes.

Join the conversation.
Get the answers. Subscribe to updates.

www.DuncanAviation.aero/straighttalk
Straight Talk Series: CPCP, Satcom & HSD, RVSM and TAWS

CATEGORY	A	B	C	D
LPV DA		4770-1	273 (300-1)	
LNAV/VNAV DA		4940-1½	443 (500-1½)	

Tech Report



DUNCAN AVIATION ADDS MECHANICAL COMPONENTS TO ITS ENGINE AND AVIONICS HONEYWELL SERVICE CENTER AGREEMENT

Duncan Aviation has been a Honeywell Service Center for engines and avionics for years. Now, Duncan Aviation has expanded its service center agreements with Honeywell to include mechanical components.

With this new service center authorization, Duncan Aviation will be able to offer increased capabilities, better turntimes, unparalleled technical support and superior pricing. The pricing benefits include

extremely competitive pricing for parts, labor flat-rates and exchange units on thousands of

n. (mechanical components): covers a wide range of items and devices designed to handle, induce or drive mechanical systems. Usually, mechanical components were manufactured to be part of a greater system, and do not have the ability to function on their own.

Honeywell components for Hawker, Learjet, Challenger, Astra/Westwind, Falcon, Citation and King Air aircraft.

For more information about how this new service center agreement can help operators save time and money, please call Jerry Cable at 402.479.8112 or call 800.228.1836 anytime.

DUNCAN AVIATION NAMED TRUENORTH DEALER OF THE YEAR FOR 2008

Duncan Aviation was recently named Dealer of the Year for 2008 by TrueNorth Avionics, Inc.

Representing TrueNorth's Simphoné (pronounced "symphony") product line, Duncan Aviation has successfully installed Simphoné systems in a variety of business aircraft, including Gulfstreams, Falcons and Challengers. Duncan Aviation customers realize benefits in performance, system

flexibility, phone quality, ease of installation and cost effectiveness with the TrueNorth systems.

"We're pleased to recognize Duncan Aviation's success in the airborne telecommunications market, and we appreciate the teamwork and professionalism that Duncan Aviation representatives bring to our partnership," says Mark van Berkel, TrueNorth's CEO.

"We thank TrueNorth for this honor and we look forward to many more successful, productive years of working with such an outstanding and innovative company," says Dennis DeCook, Duncan Aviation Avionics Sales Representative.

TrueNorth Avionics, Inc. is based in Ottawa, Canada, and is a technology company focused on developing integrated communications solutions for business aviation. Its premier product, the Simphoné airborne telephone, is an executive-class system that combines superior voice quality, unmatched ease of use, advanced functionality and an impressive array of personalization features. Options include a self-contained ACARS/AFIS datalink module, Iridium fax, a legacy Satcom interface and embedded Wi-Fi. Learn more at www.truenorthavionics.com.

DUNCAN AVIATION COMPLETES FIRST EVER FALCON 50EX COLLINS PRO LINE 4 TO PRO LINE 21 UPGRADE... READY FOR A FALCON 2000



Courtesy of Rockwell Collins, Inc.

Duncan Aviation's extensive Glass Box Project solution list recently grew by one. With the installation and certification of the Rockwell Collins Pro Line 4 to 21 upgrade, Duncan Aviation is the first to certify a full Pro Line 21 solution for the Falcon 50EX. This Pro Line solution uses existing equipment to upgrade the Pro Line system to full Pro Line 21 functionality.

n. (Glass Box Project): a Duncan Aviation program focused to evaluate, install, and certify the best of the emerging "Glass Cockpit" retrofit technologies in select airframes.

diagrams; enhanced maps of geographical and political

The upgrade interfaces with the existing Pro Line 4 avionics package, utilizing existing sensors, radios and autopilots. The upgrade provides full Pro Line 21 functionality, including: high-resolution Liquid Crystal Displays (LCDs); graphical weather; electronic charting with SIDs, STARs, NOTAMs, approaches and airport

boundaries, airspace restrictions and terrain features; WAAS capable and LPV ready; display capability for TAWS, radar, TCAS, EVS and Airshow.

Duncan Aviation has certified Pro Line systems in the following aircraft models: Falcon 50, Hawker 800A, Hawker 800XP and Astra 1125. Duncan Aviation also plans to complete the Pro Line 4 to 21 upgrade package on a Falcon 2000 this year.

Duncan Aviation's Glass Box Project is a focused program to evaluate, install, and certify the best of the emerging "Glass Cockpit" retrofit technologies in select airframes. Duncan Aviation is the leader in the Glass Cockpit upgrade market with 13 solutions available. Other Glass Box Project upgrades include solutions from Honeywell, Rockwell Collins and Universal Avionics products. For more information, contact Joe Spring at 269.968.8875 or Dave Pleskac at 402.479.1509. Additional information can also be found at www.DuncanAviation.aero/gbp.

Doug's been there, done that!



Doug Roth took his first flight lesson at the age of 18. He sat at a bench and repaired his first communications radio 34 years ago and sold his first aircraft in 1979. He talks the talk, and he walks the walk. He has the knowledge, skill and experience to understand both the operational and technical needs of any aircraft owner or operator.

Whether you are buying or selling your first aircraft, upgrading, or adding to a fleet, you want to know that the person brokering your deal knows what they are talking about.

A Pilot.
An Avionics Technician.
An Aircraft Sales Expert.

Doug.Roth@DuncanAviation.com
www.DuncanAviation.aero
800.228.4277

Doug enjoys aerobatic flying in his spare time.

Aircraft Listings

Our inventory is always changing. Visit www.DuncanAviation.aero for more information on our current aircraft listings.



2001 Citation Excel, SN 5151



2006 Citation CJ2+, SN 525A-0306



1997 Lear 60, SN 110



1997 Gulfstream IV, SN 1203




1993 Citation VI, SN 650-0227

DUNCAN AVIATION AND TRIUMPH AEROSPACE SYSTEMS CAN MAKE A VISIBLE DIFFERENCE IN WINDOWS



Duncan Aviation recently teamed with Triumph Aerospace Systems to provide the VisibleDifference window program to operators who wish to improve the view of the world from their aircraft.

The new program offers several convenient window maintenance options that will dramatically increase visibility, safety, and window life, both in-flight and on the ramp.

For more information about the VisibleDifference programs, contact Duncan Aviation's Lincoln Customer Service Manager Chad Doehring at 402.479.4139 or Battle Creek Customer Service Manager Kory Thomas at 269.969.8466. 

SHARON KLOSE JOINS DUNCAN AVIATION'S TURBINE ENGINE SERVICE SALES TEAM



been very successful developing and maintaining customer, operator and OEM relationships all over

the world," says Jonathan Dodson, Manager of Turbine Engine Service Sales for Duncan Aviation. "Her wealth of knowledge and experience will be invaluable to our customers. We are excited to have her on our team."

Sharon has 20 years of turbine engine experience, starting out as a Program Manager for Airwork Corporation in their TFE731 and

GE Engine programs. She went on to work for AlliedSignal (Honeywell) in Customer Support as Manager-Business Programs (MSP). Just prior to retiring from aviation in 1999, she worked for K-C Aviation as Director of Engine Programs and was responsible for coordinating and managing a worldwide engine sales organization. She has served and chaired the Honeywell Independent Service Center Advisory Board, was an active member of WAMA (Westchester Aircraft Maintenance Association-White Plains, NY) and the PAMA Board of Directors.

Sharon can be reached by calling 570.523.1676 office, 570.815.3992 cell or by email at Sharon.Klose@DuncanAviation.com. 

Sharon Klose recently joined Duncan Aviation's Turbine Engine Service Sales Team where she will provide customers with her technical sales services, matching their turbine engine needs with Duncan Aviation's extensive service and support capabilities.

"Sharon knows the turbine engine business extremely well. She's

Duncan Aviation Transforms

1997 GIV-SP s/n 1318



AVAILABLE NOW

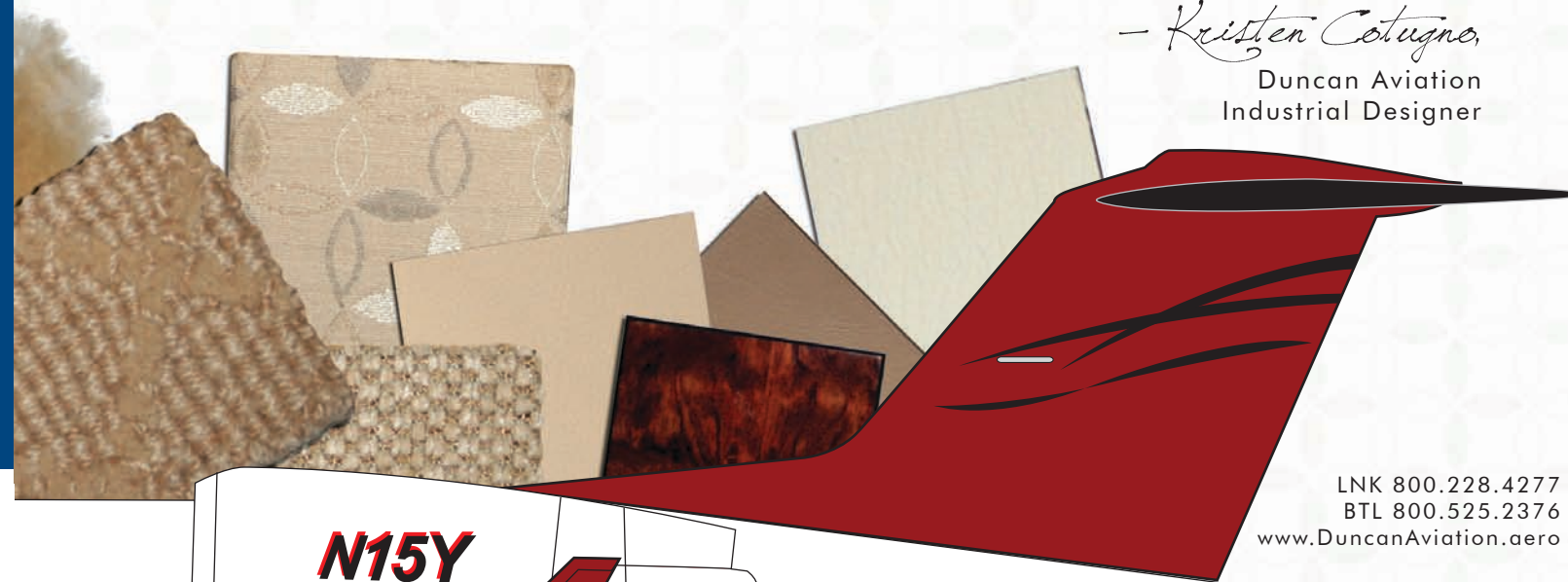
This single-owner aircraft has an excellent maintenance history and recently underwent complete paint, interior and maintenance work at Duncan Aviation. When Duncan Aviation modifies an aircraft, it becomes even more than it was before. The final product has delivered a beautiful GIV-SP ready for the long haul. The aircraft is also well-equipped with Triple Laseref, Triple FMS and Heads Up Display. Total time is 6,760 hours and the engines are enrolled in Corporate Care.

To see more details, go to www.da.aero/aircraftsales. Or call one of Duncan Aviation's Aircraft Sales Representatives at 402.475.2611.



"This Gulfstream was refurbished with new materials in a buttery color palette that is inviting and warm. Its large interior showcases a stunning Waterfall Bubinga veneer. And fabric selections blend a mixture of conservative patterns with accents that offer subtle whimsy, suitable for both corporate and personal interests. Modifications to the PSU panels include upwash and downwash LED lighting, completing the transformation of this beautiful Gulfstream interior."

Kristen Cotugno
Duncan Aviation
Industrial Designer



N15Y

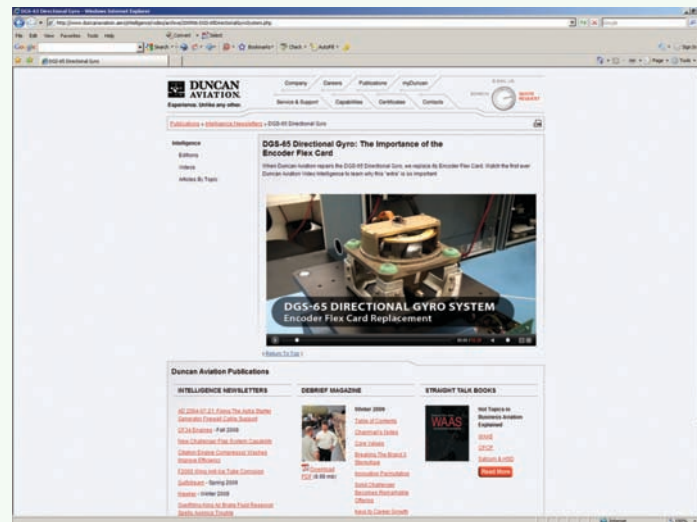
LNK 800.228.4277
BTL 800.525.2376
www.DuncanAviation.aero

DUNCAN AVIATION LAUNCHES DUNCAN VIDEO INTELLIGENCE

Duncan Aviation has added online video to enhance its widely popular technical newsletter, Duncan Intelligence. The first Duncan Video Intelligence is a two-minute video featuring the importance of replacing the Encoder Flex Card in the DGS-65 Directional Gyro System. In addition to valuable technical tips and troubleshooting advice, the video presents owners and operators with a visual reference to the gyro component and why this “extra” service is so important.

The addition of the Duncan Video Intelligence is just one of many enhancements to the Duncan Intelligence newsletter. Now delivered monthly, subscribers get instant access to more information relevant to the operation of business aircraft. This information still includes the popular technical tips and tricks for various business aircraft and engine models as well as links to things like the following:

- Personnel Perspective, which is an introduction to Duncan Aviation team members.
- Market Update, which provided the latest market news about business aviation’s after-market business.
- Duncan In The News, a feature that shows operators what others are saying about Duncan Aviation or business aviation in general.



To read the latest edition of Duncan Intelligence or watch the first Duncan Video Intelligence, go to www.duncanaviation.aero/intelligence/video/index.php.

To subscribe to Duncan Intelligence and other Duncan Aviation publications, go to www.DuncanAviation.aero/publications/subscription.php. The Video Duncan Intelligence can also be viewed on the Duncan Aviation’s YouTube channel, DuncanAviation56.

DUNCAN AVIATION COMPLETES FIRST AIRCELL BROADBAND SYSTEMS IN THE FALCON 50 AND FALCON 900

On Friday, June 19, Duncan Aviation delivered the first Falcon 900 with Aircell Axxess and ATG 4000 High Speed Internet System. Duncan Aviation will soon deliver the first Falcon 50 with the same system.

The Axxess system coupled with the ATG 4000 provide worldwide Iridium voice telephone service and broadband data in the continental United States. This new system is in demand from business aviation operators. Aircell has reported order

backlogs and says that shipments are being fulfilled according to when orders are received.

To read more about Broadband technology, read Duncan Aviation’s first-hand report at <http://www.duncanaviation.aero/debrief/archive/2009winter/broadbandtech.php>.

For more information or to schedule an upgrade with Duncan Aviation, please contact Dave Pleskac at 402.479.1507 or Joe Spring at 269.968.8875.

AIRCRAFT SALES & ACQUISITIONS

1990 Falcon 900B s/n 087



8924 Total Time. 3539 Landings. Engines & APU Enrolled on Honeywell MSP. Dual NZ 2000 FMS. Mark V EGPWS. TCAS II. Excellent 2003 Paint & Interior by Duncan Aviation. 3C Inspection Complied w/ September 2008.

1992/93 Gulfstream G-IV s/n 1203

ASC-190 [G-IV SP Performance].

1997 Gulfstream IV-SP s/n 1318

New Paint & Interior by Duncan Aviation. Engines on Corporate Care. One Owner.

1995 Falcon 900B s/n 151

Low Total Time. Excellent Duncan Aviation Paint & Interior.

1980 Falcon 10 s/n 158

8223 Total Time. 7821 Landings. MSP Gold. New Paint by Duncan Aviation 2009.

1997 Learjet 60 s/n 110

Low Total Time. Fresh 12 Year Inspection by Duncan Aviation March 2009.

2009 Learjet 45XR

Delivered New in May.

1992 Learjet 31A s/n 051

Low Total Time. MSP. Excellent Duncan Aviation Paint & Interior.

1985 Diamond 1A s/n AO91SA

4,313 Total Time. 800 Hours Since Overhaul. Excellent Avionics.

2001 Citation Excel s/n 5151

4250 Total Time. Fresh P&W Overhauls. New Paint & Interior by Duncan Aviation.

1990 Citation II s/n 550-0636

5,845 Total Time. T/Rs. 3-Tube EFIS. Freon Air. Seven Passenger Interior.

1993 Citation VI s/n 650-0227

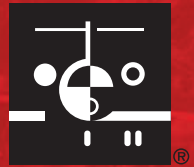
APU. TCAS II. MSP. Nine Passenger Interior.

2006 Citation CJ2+ s/n 525A-0306

Loaded With Options. Like New Condition.

1991 Astra SP s/n 047

MSP. Excellent Paint & Interior.



Duncan Aviation has been assisting companies around the world with the sales and acquisition of aircraft for over 50 years. Both our acquisition and consignment services are coordinated with our support staff, who continually watch for opportunities that benefit our clients. As one of the world’s top business aircraft service companies, our 1800+ aviation experts work daily with customers and prospects. For more information or a proposal, contact Doug Kvassay, Rene Cardona, Bob McCammon or Doug Roth.

402.475.2611
800.228.4277
www.DuncanAviation.aero



See complete specs and more listings at www.DuncanAviation.aero/aircraftsales

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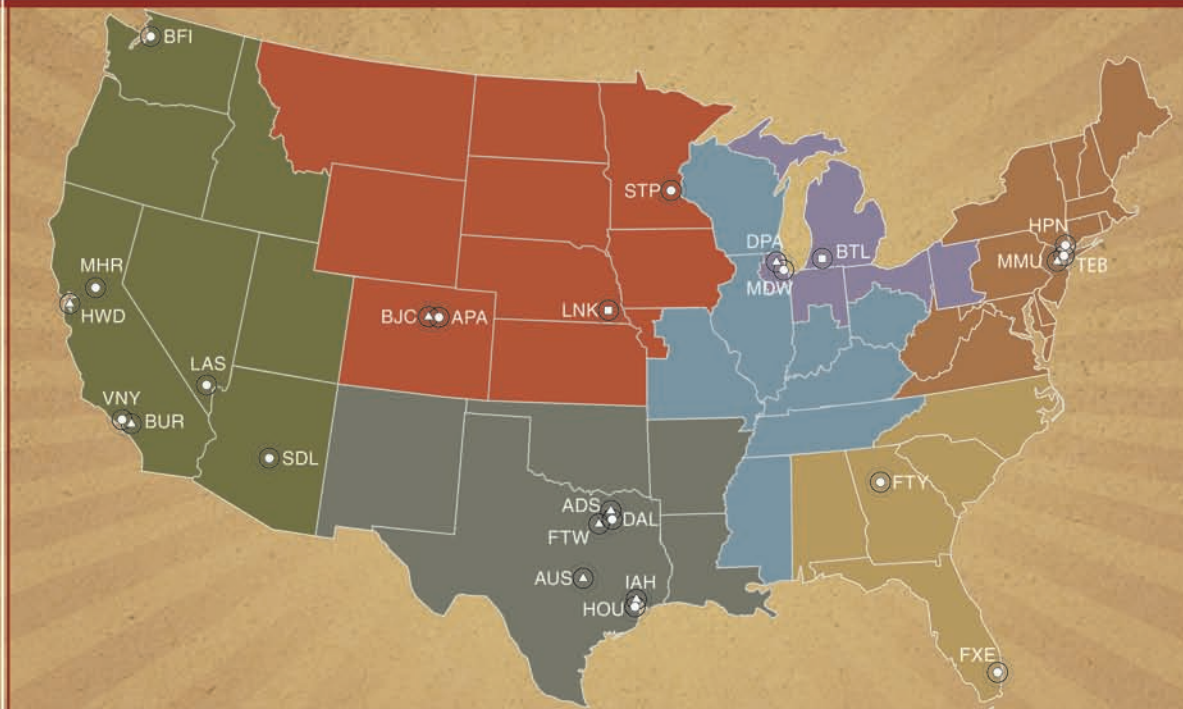
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Fax 205.856.8606

DUNCAN AVIATION

www.DuncanAviation.aero



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BTL	➔	Battle Creek, Michigan	➔	800.525.2376

AVIONICS INSTALL & LINE FACILITIES

APA	➔	Denver, Colorado	➔	303.649.1790
BFI	➔	Seattle, Washington	➔	206.764.3962
DAL	➔	Dallas, Texas	➔	214.352.3468
FTY	➔	Atlanta, Georgia	➔	404.227.9766
FXE	➔	Ft. Lauderdale, Florida	➔	954.771.6007
HOU	➔	Houston, Texas	➔	713.644.0352
HPN	➔	White Plains, New York	➔	914.686.8294
LAS	➔	Las Vegas, Nevada	➔	702.262.6142
MDW	➔	Chicago, Illinois	➔	773.284.4600
MHR	➔	Sacramento, California	➔	916.231.0943
SDL	➔	Scottsdale, Arizona	➔	480.922.3575
STP	➔	St. Paul, Minnesota	➔	651.209.8430
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AUS	➔	Austin, Texas	➔	512.530.7050
BJC	➔	Broomfield, Colorado	➔	303.410.7053
BUR	➔	Burbank, California	➔	818.955.8413
DPA	➔	DuPage, Illinois	➔	773.284.4600
FTW	➔	Ft. Worth, Texas	➔	817.740.9266
HWD	➔	Hayward, California	➔	916.231.0943
IAH	➔	Houston, Texas	➔	281.821.2689
MMU	➔	Morristown, New Jersey	➔	973.326.1110

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