



**CHALLENGER EXPERIENCE.**  
Unlike any other.

Duncan Aviation provides Challenger operators the ability to maximize an aggressive downtime with true one-stop capabilities that include airframe, engine, paint, interior refurbishment, and a wide variety of avionics upgrades. We have excellent relationships with the OEM, the FAA, and EASA, and are certified for 11 additional oversight authorities.

In our experience, operators are most concerned with a service provider's quality, communication, and delivery. Our customers have given us a 96% quality approval rating and a 97% approval rating for communication. Over the last three years, Duncan Aviation's on time delivery rate for large Challenger events is nearly 90%.

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

**DUNCAN  
AVIATION**



+1 402.475.2611 | [www.DuncanAviation.aero](http://www.DuncanAviation.aero) | 800.228.4277



## MODERN AND EFFICIENT FACILITIES

with comprehensive capabilities.

Duncan Aviation has three full-service facilities located in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah, and all are Bombardier Authorized Service Facilities. These facilities are approved for line and base maintenance on all variants of Bombardier CL-600 2B16 and BD-100-1A10 aircraft and provide comprehensive services for Bombardier aircraft including airframe, engine, paint, interior, engineering/certification, avionics upgrades, landing gear, component repair, landing gear inspections, and parts services. Customers who stay on-site to oversee their project have complete access to the aircraft from their conveniently located courtesy offices.

Customers are also supported by a network of 29 Satellite shops and 16 rapid response dispatch offices located throughout the United States. Duncan Aviation AOG services include airframe, avionics, engine, and parts support and can be quickly dispatched worldwide. A Duncan Aviation team is no more than 150 nm from the top 100 busiest business jet airports in the United States.

Over the last 25 years, Duncan Aviation has invested more than \$340 million in new facilities and increased capabilities, including the HTF 7000 engine authorization, to better serve customers and their aircraft.

---

*“The Challenger/Global hangar...is second to none and is designed around efficiency, which improves the customer experience.”*

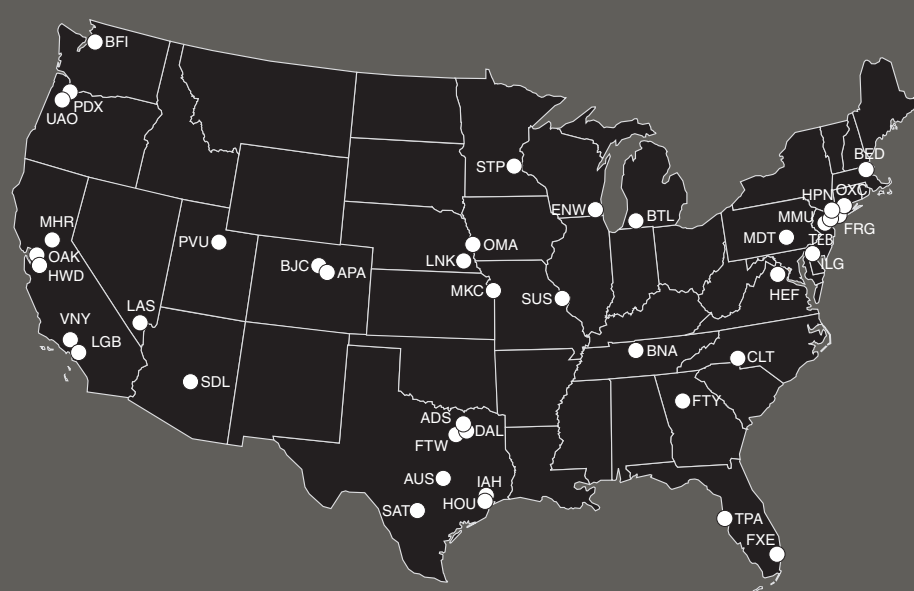
Wesley Landgraf, Director of Maintenance for Midland Financial Co.



*“When looking for a maintenance facility, I wanted to work with an organization that has an easy to use communication system, experienced and friendly personnel. I was pleasantly surprised by my first visit to Duncan Aviation. The facilities are large and encompass complete business aircraft capabilities, and I continue to have access to my airplane.”*

Fabio Moritz, Brazil





Battle Creek, Michigan



Lincoln, Nebraska



Provo, Utah

CL300 7500-Landing Inspection



## KNOWLEDGEABLE and experienced airframe-specific teams

Challenger operators have the support of technical teams who know and understand the Challenger airframe. These teams include technical sales representatives able to provide complete and accurate quotes based on years of Challenger maintenance and refurbishment experience, tech reps able to help with troubleshooting and OEM relations, engine technicians experienced in Honeywell and GE engines, and 320 Challenger technicians with an average of 14 years of experience at Duncan Aviation. As the first aftermarket MRO to work Challenger landing gear, Duncan Aviation has completed major inspections and overhauls on more than 454 full sets since 1998.

Dedicated project managers are assigned to each aircraft project to provide one-on-one interaction with the customer and ensure the project meets critical milestones. Each project manager has a limited number of projects in work at a time, has a minimum of 15 years of technical experience and an average of 25+ years of aviation experience.

Over the last 25 years, Duncan Aviation has invested more than \$74 million in technical and soft skills training for its team members.

---

*“When I bring my aircraft to Duncan Aviation for heavy maintenance, my goal is to make it to the next major inspection without interruption to the flight schedule. The Duncan Aviation name in the log books provides a better pedigree for an aircraft. When we sold a Challenger, the prebuy was done at a factory-owned facility and our invoice for discrepancies was \$4,500 with \$1,500 of that for a missing flight manual. This is a testament to Duncan Aviation’s quality.”*

Bruce Harting, Maintenance Supervisor, Executive Jet Management, Inc.



Project Manager Janet Beazley delivering a Challenger 605 to Pilot Keith Kankelfitz after a 96 month inspection.

*“Duncan Aviation team members are very proactive and communicate with transparency. I can recall lots of examples where they have gone beyond expectations in little ways. All those little things add up and the sum is worth much more than the individual actions. The technical work has always been very good and our projects leave squawk-free and on time.”*

Aaron T. Redlaczek, Director of Maintenance and Business Operations with Johnson Controls



Provo, Utah



Battle Creek, Michigan

Cary Loubert, Bombardier Tech Rep (left), has been an integral part of the Duncan Aviation Bombardier program since 1996.



*"The technicians always have smiles on their faces and are very approachable. I'm the type that spends more time on the floor walking around my aircraft than I spend in the office. All the technicians take the time to answer any questions I have and show me any issues they have found. It's nice that everyone on the project is open and forthcoming. Duncan Aviation team members are very transparent with their work."*

Wesley Landgraf, Director of Maintenance for Midland Financial Co.



HTF7000 Minor Maintenance Authorization, 45+ years of experience with Honeywell engines, and HTF7000 rental engines available.



Lincoln, Nebraska



# EXCELLENT PROJECT MANAGEMENT and communication through myDuncan

myDuncan, a web-based portal that allows customers greater access and better control of their projects from anywhere in the world, is available to all Duncan Aviation customers, transforming their computers and mobile devices into “virtual offices” to manage their aircraft project. Nearly 75% of the projects we complete are managed off-site, allowing the aircraft representatives to stay current on project status, item approvals, and budget while keeping up on things at work and at home.

Through myDuncan, customers receive email alerts, job status reports and updates from their project managers with hour and cost estimates for all phases of the project. They are kept aware of items that need attention and approval and are able to view and comment on reports and photos. myDuncan works on any mobile device, which fits in great with today’s instant-access, mobile world.

Excellent project management and communication are vital for a successful project that is completed on time and on budget. Nine of 10 Duncan Aviation customers report that their aircraft project was completed on time with no budgetary surprises. myDuncan has helped Duncan Aviation keep that number one of the highest in the industry.

*“myDuncan is the most efficient way to manage an aircraft project. It is the best thing out there and I should know since we have 19 aircraft and have been to several different facilities. There is nothing out there that even compares.”*

Steven Norris, Director of Maintenance for an Aircraft Management Company



*“We use myDuncan whenever we have a major maintenance event going on. Even though we are only 20 minutes away from the Duncan Aviation facility in Battle Creek, it’s still nice to be able to monitor and approve items remotely. It’s a great communication tool and a great way to keep track of the status/cost of your aircraft maintenance event.”*

Greg Hamelink, Senior Manager of Flight Operations and Maintenance



## A PICTURE is worth 1,000 words.

Duncan Aviation is well known for its custom interior, paint, and avionics upgrade solutions. Our teams have decades of experience in developing custom designs and provide high-quality installations with a personal touch.

Modifications include:

- Custom cabinetry with stone and/or synthetic finishes
- Interior Innovative Solutions™
  - Modifications
  - Wood Veneer
  - Soft Goods
  - Simulated Finishes: Wood Grain, Carbon Fiber, and Marble
- Unique and personalized material selection with the option for 3D rendering support
- In-house engineering capability for reconfigurations and major alterations
- Entertainment, cabin control, and air quality systems
- Connectivity solutions
- LED interior lighting options with mood and color customizations
- Flight deck upgrades



*“One of the main reasons I come back to Duncan Aviation is the one-stop shop capability. It doesn’t make sense for us to go to different shops for paint, interior and avionics. Downtime is part of it, but the workflow of projects at Duncan Aviation is impressive. And every one of the various team members provides great customer service.”*

David Grimm, Director of Maintenance, Discount Tire



*“One of the many qualities that I believe sets Duncan Aviation apart from the competition is the work ethic, teamwork and cohesiveness of the different departments and shops. They all work together seamlessly and support each other. The other highlights are the beautiful facility, outstanding sales team, employee professionalism and amazingly capable IT system. I have done business with service centers all over the world and Duncan Aviation continues to be my first choice. It’s all about the people, and they have the best people!*

Bruce Harting, Maintenance Supervisor, Executive Jet Management, Inc.



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









