

**DUNCAN  
AVIATION**

THE  
BEST  
QUALITY  
AND  
FASTEST  
TURNTIMES

Available 24/7/365, including holidays,  
and delivery anywhere in the world.  
Duncan Aviation has the component  
solutions you require and will quickly  
fulfill those needs, leaving you the time  
you need to work on your business.

**COMPONENT  
SERVICES**

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[DuncanAviationParts.com](http://DuncanAviationParts.com)



## **COMPLETE COMPONENT SERVICES**

Aircraft parts and components  
sales and services

Duncan Aviation is the largest family-owned aircraft parts and components service organization in the business aviation industry; we offer overhauls, repairs, rotables, loaners, exchanges and technical support to aircraft operators around the world, 24 hours a day, every day.

We have the resources to deliver every component service you will need during an aircraft's life with a personal touch.

**[DuncanAviationParts.com](http://DuncanAviationParts.com)**

# RELIABLE PARTS PARTNER

DuncanAviationParts.com

## AVAILABLE INVENTORY

- 723,000+ line items valued at more than \$500 million
- Fixed-wing and helicopter inventories
- Accessories, avionics, instruments, components, parts, and consumables
- Millions in rotatable exchange units
- Access to strategic partnership inventories
- Hard-to-find parts

## MANAGED INVENTORY

- Managed Inventories: MCI (Core), MRI (Rotables), NPI (New Parts)
- Consignment Program
- New, surplus, and as removed parts
- Inventories marketed to all companies/aircraft represented in our database

## EXCESS INVENTORY SOLUTIONS

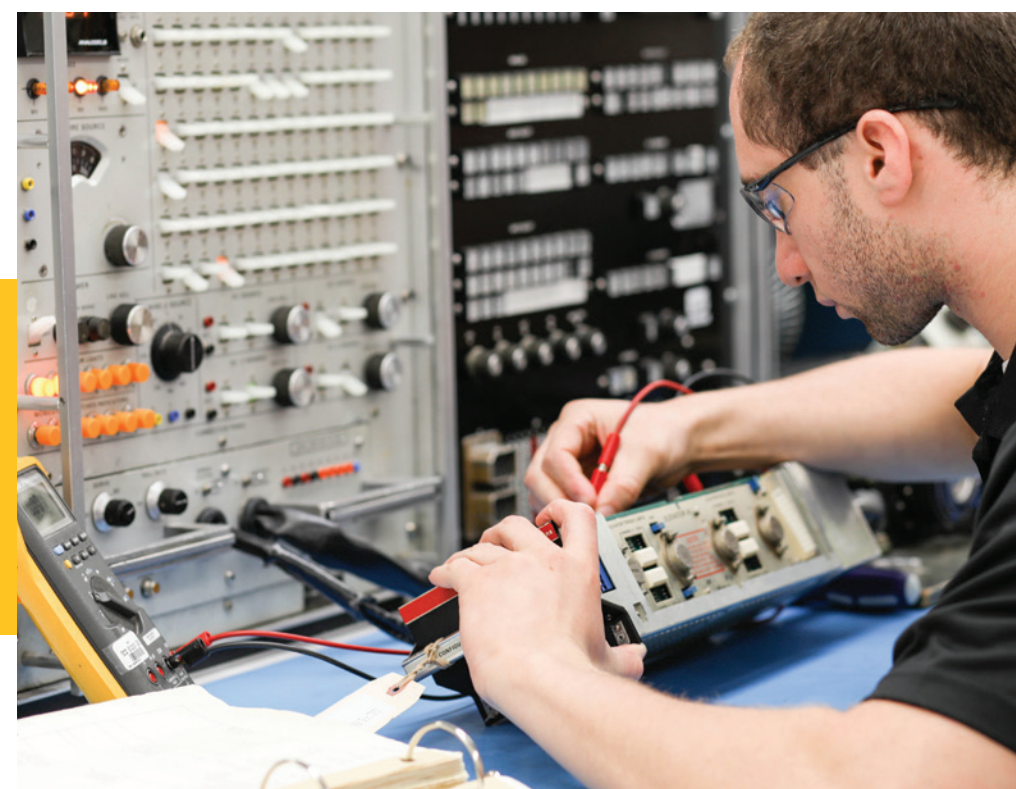
We constantly seek excess and surplus equipment for all makes of business/regional aircraft and helicopters. Send your available parts list to:

Avionics: [WeBuyAvionics@DuncanAviation.com](mailto:WeBuyAvionics@DuncanAviation.com)

Accessories: [WeBuyComponents@DuncanAviation.com](mailto:WeBuyComponents@DuncanAviation.com)

*Whenever I need an aircraft part, whether it's avionics or not, Duncan Aviation always responds right away to my request. If they don't happen to have it in their inventory, they go and find one for me. I have always received amazing customer service from their Parts & Rotables Sales group. I look forward to many more transactions in the future.*

Jennifer Gundrum, Aircraft Parts Coordinator, Mississippi Airways, Winnipeg, Manitoba



# COMPREHENSIVE AVIONICS REPAIR & OVERHAUL

Quality is not an accident

Experience the industry's fastest turntimes for:

- Autopilot/Flight Director Systems
- Radar Systems
- Navigation/Communication Systems
- ADF Receivers
- Flight Management Systems
- DME Transceivers
- Transponders
- Attitude Direction Indicators
- Horizontal Situation Indicators
- Pitot Static Instruments
- Gyros

Duncan Aviation is an authorized sales and factory service center for top-line avionics and instrument brands including Collins Aerospace, Honeywell, BendixKing, Avidyne, Garmin, Chelton/Wulfsberg and JET/BF Goodrich/L3. We are the only authorized Universal Avionics Service Center in the United States.

## CALIBRATIONS

- A2LA (cert 3908-01) accredited laboratory
- ISO/IEC 17025
- Calibrations traceable to the NIST (National Institute of Standards and Technology)
- Snap-On factory trained on torque devices

*I have a 30-year relationship using Duncan Aviation's Calibration services. They work with me to provide turntimes that fit my schedule. This reduces downtime and keeps the shop working, which keeps my customers happy.*

Scott Lau, Chief Inspector, International Propeller Service, Lincoln



*We turned to Duncan Aviation's Avionics & Instrument shop and found the most cost-effective way to upgrade our fleet of Falcon aircraft to become ADS-B compliant. They modified nearly 27 TDR-94 transponders with amazing quality and downtimes at significant savings to purchasing outright. From the Customer Account Reps to the technicians on the bench, everyone was responsive, knowledgeable, and forthcoming with information. It's a great relationship.*

Amber Martin, Director of Corporate Relations,  
VOLO Direct, A Dumont GROUP Company

# AIRCRAFT ACCESSORIES SERVICE

In record time and highest quality

## SPECIALTY AREAS

- Electronics
- Electro Mechanical
- Hydraulic
- Hydrostatic
- Pneumatics
- Batteries/Power Supplies
- Landing Gear: Bombardier, Embraer, Textron
- Machining & Welding
- Nondestructive Testing

## QUALITY SERVICE

- Factory-Authorized Sales and Service
- Large inventory of exchange, rotables, and loaner units

## LOCATIONS

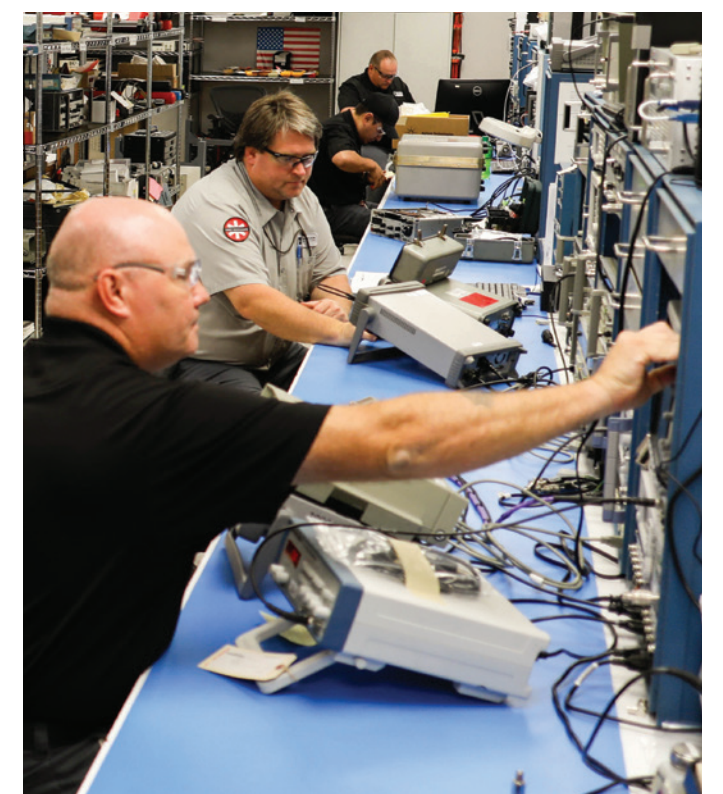
- Battle Creek, Michigan
- Lincoln, Nebraska
- Provo, Utah

*There are many reasons why I rely on Duncan Aviation for component repair & overhaul, but honestly, it all boils down to their workforce. They employ quality people who are easy to work with, responsive, and look out for us. They tell us what we need to know and not just what we want to hear. I appreciate that.*

*Andy March, Director of Operations, March Aviation, Inc.*

*Duncan Aviation is very easy to do business with. They are responsive and flexible, actively looking for ways to help and tailoring solutions to specific problems rather than taking a broad-brush approach. They are genuine, committed, and offer great customer service.*

*Ian Foster, Head of MRO, AJW Group*



# KNOWLEDGEABLE, EXPERIENCED

Customer support

## COMPONENT TECHNICAL REPS

- Experienced aircraft component experts
- Avionics, instruments, and accessories
- Advanced technical troubleshooting and advice
- Available 24/7
- Consult with OEMs to help shape industry standards

## CUSTOMER ACCOUNT REPS

- One-on-one customer support
- Complete and accurate quotes
- Maintenance event progress reports/updates

*Our Duncan Aviation Customer Account Rep stands out among other service providers. If we need anything at all, he will go over and above every single time.*

Steve Ratkowski, Vice President, Florida Jet Parts, LLC.



*Of all the customer service representatives I deal with daily, my Duncan Aviation Tech Rep is one of the best. He tells me exactly what needs to be done, how long it will take to get it done, even whether the unit is still worth the investment to repair. He gives me straight answers without sugar-coating. I appreciate that. If I could have all my business contacts be like him, my job would be a lot easier.*

Bill Renner, Repairs Manager, RIM Enterprises

# RELIABLE PARTS & COMPONENTS SOLUTIONS

On the global stage

## EXPERTS IN

- Navigating international compliance
- U.S. Customs
- Shipping requirements
- Import/export restrictions
- International Hazmat shipments

## INTERNATIONAL CERTIFICATIONS

- Argentina
- Aruba
- Bailiwick of Guernsey
- Bermuda
- Brazil
- Columbia
- Cayman Islands
- China
- EASA
- India
- Mexico
- United Arab Emirates
- United Kingdom

## OTHER INTERNATIONAL BENEFITS:

- Available 24 hours a day, every day, all year
- Freight consolidation and on-site crating service reduce overall shipping costs
- In-stock items shipped same day
- Drop-shipment coordination available
- On-staff DAR for 8130-3 and EASA compliance

*I have had 19 years of experience with manufacturers and companies providing aircraft parts assistance and AOG support. I must say Duncan Aviation is by far the best. They are very helpful, always responsive, and will go that extra mile without being asked.*

Dan Parks, Sales Executive, Trade-Air, UK



# CUSTOMER SERVICE

## At Your Fingertips

DUNCANAVIATIONPARTS.COM

At DuncanAviationParts.com, you have instant access to our extensive inventory. View prices, check available quantities, and access all relevant documents with ease. Manage your maintenance projects and shop for aircraft parts, all with a single sign-on. Create your myDuncan account online.

myDuncan

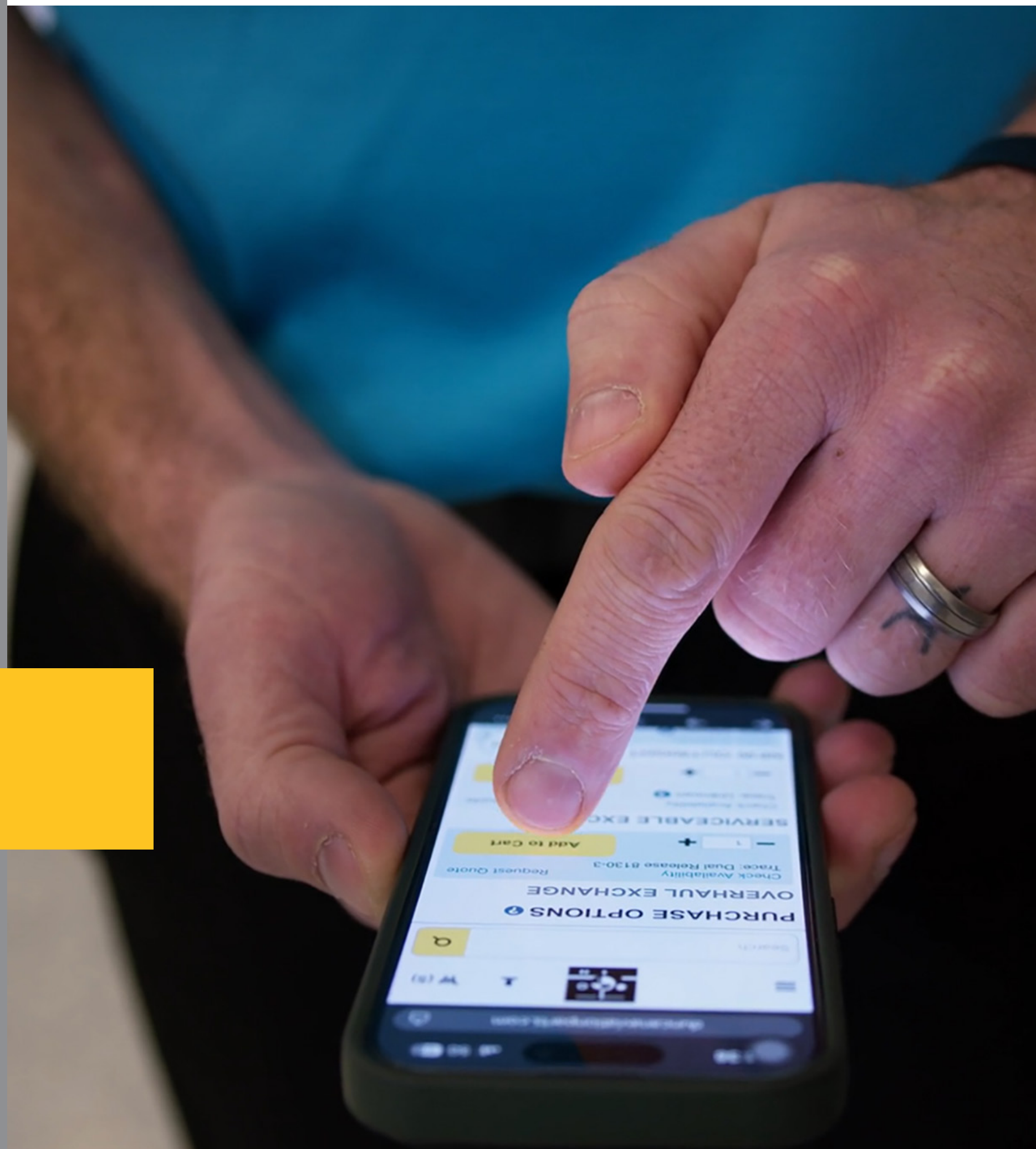
myDuncan is our aircraft project management system that improves communication, efficiency, and accessibility. In one place, you can view quotes, approve work, review log entries, and track job progress. This is your direct link to communicate with your customer account rep or sales team member. With a single sign-on, you can seamlessly manage your maintenance projects and shop for aircraft parts.

LIVE CHAT

With Live Chat, you will get immediate answers to your parts and rotables questions, such as stock quantities and availability.

*I have been using myDuncan for approximately five years. It is a very convenient and useful tool that lets me review teardown reports, communicate with my tech rep, and stay current on the progress of all our units in for repair. When the work is complete, I'm able to view the return-to-service documentation immediately.*

Bill Renner, Repairs Manager, RIM Enterprises





## COMPONENT SERVICES

Parts & Rotables Sales

+1 402.475.4125 | 800.228.1836

Avionics & Instruments

+1 402.475.2611 | 800.562.6377

Accessories & Calibrations

+1 402.475.2611 | 800.228.4277

