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DUNCAN
AVIATION



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Front Cover: As President of Duncan Aviation, Jeff Lake is responsible for the day-to-day guidance and development of the Duncan Aviation enterprise. He provides direction and leadership for the entire company and leads the senior management team.

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“PRICE IS WHAT YOU PAY. VALUE IS WHAT YOU GET.”

WARREN BUFFET, AMERICAN BUSINESS MAGNATE

**JEFF
LAKE**

A MESSAGE FROM
THE PRESIDENT



The concepts of price and value are intertwined for most people, yet they have two very different meanings. Price is the amount paid for a service. Value is what the service provides to the purchaser. Value can of course be measured in monetary terms, but it also includes a number of additional benefits that can be tied to emotions, time, peace of mind, and a multitude of other advantages.

Duncan Aviation recently conducted a survey of aircraft operators to explore

how they determine the value of aircraft services. There were no big surprises in the results, which confirmed our belief that while we as a company are far from perfect, we do provide one of the best service values in business aviation.

According to the survey, besides the final cost of a project, operators see value in the following:

- High-quality work
- Meeting promised delivery dates
- Communication
- Accurate billing
- Experience and OEM relationships
- Reputation, integrity, and honesty
- Transparency
- Ease of transactions
- Company representatives and culture
- Location
- Relationships
- Innovation

In addition to measuring how they measure value, our survey asked for specific areas Duncan Aviation could improve. We will use the data gleaned from the survey to continue to improve the overall value of Duncan Aviation services. If you have a suggestion you would like to add, please call or email me. Continuous improvement is a core value of ours and is one of the reasons Duncan Aviation is celebrating 65 years in business this fall.

Sincerely,

Jeff Lake, President
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DONALD
DUNCAN



DONALD
& ROBERT
DUNCAN

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READ THE BOOK *ALWAYS TRUST YOUR CAPE. THE SOARING STORY OF DUNCAN AVIATION.* WWW.DA.AERO/ALWAYS-TRUST-YOUR-CAPE

The book's title reflects the belief at Duncan Aviation that, as the song "The Cape" says, "life is just a leap of faith." Donald Duncan jumped off that "garage" time and time again, taking chances, risking everything, but trusting that his strong values and all those team members would catch him. 2021 is Duncan Aviation's 65th year. We are still jumping and still trusting our "cape."

60 YEARS!

Sixty-five years ago, my grandfather, Donald Duncan, bought into a Beechcraft distributorship located in Omaha, Nebraska, and began building Duncan Aviation. With a passion for flight, a talent for sales, and an entrepreneurial spirit, Grandpa Donald seized opportunity at a time when aviation was just beginning to make a mark on how the world conducted business.

Donald's initial goal was to combine his passion with his talents and make a good living for his family. He never envisioned the lasting imprint his company would make in the business aviation industry, our loyal customers, and the communities in which we operate. And he never would have predicted how Duncan Aviation has flourished. He would have told you, though, that Duncan Aviation is special. And that with hard work and the ability to adapt and innovate to meet changing customer needs, Duncan Aviation would beat the odds. We have certainly done that.

SURVIVAL RATE OF BUSINESSES

In 1956, the average lifespan of the public companies listed in Standard & Poor's 500 was 61 years. Today, it is less than 18. The trend doesn't improve when you look at private, family-owned businesses. Roughly 30% make it to the second generation, 12% are viable into the third generation, and only 3% operate at the fourth generation and beyond. The forces of volatile economies, evolving consumer needs, and changing technology cause many organizations to be bought out, merged, or to simply become irrelevant.

SMASHING THE TREND


We believe that the Duncan Aviation future is bright. We have a large pool of talented team members located around the world who are empowered to try new things and continuously improve the business. We put high-quality work at the forefront of our goals and serve customers' evolving needs by continually expanding our facilities and capabilities while adhering to our core values.

I would like to thank all of our customers and vendor/OEM/industry partners for your support over the years. We are thrilled to have reached this next longevity milestone and look forward to serving and working with you for decades to come.

Please celebrate with us and, as always, share your ideas for how we can improve and serve you even better in the future.

Sincerely,



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Aircraft Designers Bring Critical Expertise to the Design Table

Front Row:
Teri Nekuda, Kristen Cotugno, Dan Ryba, and Mary Lee
Back Row:
Molly Foster, Mike Riley, Emily Krawczak, Catherine Gries, Carie Bruss, Stephanie Kuhn, Jack Bauder, and Brandie Batten
Not pictured:
Heather Pridemore

In addition to creativity and artistry, Duncan Aviation’s Designers bring a wealth of aircraft-specific knowledge that is vital for every aircraft project they touch. When Duncan Aviation’s Designers provide custom design concepts for interior refurbishment and exterior paint livery, customers receive more than eye-catching presentations.

Customers receive expertise with aviation-specific knowledge that can:

- Define and specify materials that will pass aviation burn test requirements
- Establish parameters for exterior paint specifications to meet OEM make/model restrictions
- Provide floorplan and cabinet modifications that meet engineering guidelines
- Offer knowledge of the durability and required slip coefficient testing required for hard surface flooring
- Ensure placard and safety regulations as required in the cabin
- Present ideas for lighting and sound-dampening upgrades to enhance the interior experience
- Know FAA regulations that ensure cabin safety for all passengers and crew
- Develop and maintain relationships with aviation-specific vendors, assuring the highest-quality products
- Provide design services and management on-site throughout the project production phase
- Innovate so as to incorporate the most current industry and design trends

Early Involvement

Our Designers frequently join Sales team members before a proposal is produced.

“When we collaborate with our Sales teams as they are first vetting customers, we can offer design solutions for the customer’s desired modification in order for the proposal to be all-inclusive” says Design Team Lead Mary Lee. “We also assist our Sales and Scheduling teams to help determine the lead time for the specified materials, which will have an impact on the final schedule offered to our clients.”

Knowing that the lead times on parts can take as few as 3 weeks but as many as 16 weeks, Designer involvement is critical when scheduling projects. Ideally, the desired materials need to be received and ready to use when the aircraft arrives as delays may jeopardize the schedule of the entire project.

Heather Pridemore, Lead Designer for our facility in Battle Creek, Michigan, uses leather as an example.

“Working on an aircraft adds complexity to materials,” says Heather. “We can’t simply order off the shelf leather. It must be fire-treated, with the treatment applied early enough in the drying process so as not to shift the colors. We work closely with vendors that specialize in aviation-grade leather and understand our need for consistency with regard to quality and durability.”

The Design staff at Duncan Aviation makes a constant effort to establish strong supplier relationships.

“Knowing which vendors reliably provide the highest quality products ensures that our projects are completed to our standards and delivered on schedule,” says Heather.

Our Team Is On It

When planning a large refurbishment project, the Duncan Aviation team likes to walk through the aircraft and meet with the operator in person. This spec meeting includes the Interior Sales and Avionics Sales teams, a Lead Designer, and often, a Design Engineer. While the team discusses ideas with the client, Design Engineer Mike Riley will be in the aircraft making notes, measuring, photographing, and documenting the existing layout in detail.

“If a customer wants cabinet modifications or a new CMS, it’s critical to map all existing outlets and switching locations so we can determine where all the new components will be placed, along with existing equipment relocated with the new cabin configuration,” says Mike. “Customers need to know where outlets are located for their personal charging and gaming, and our shops need that information in order to plan proper wire routing.”

Likewise, if a customer wants to raise the cabin seats by two inches, there are other considerations.

“The seats are designed and engineered to meet certain safety standards. Some modifications that seem simple may compromise this, and in those cases, we have to look to alternatives, such as sending them back through Engineering or replacing the seats altogether,” says Multimedia Designer Dan Ryba. “We always strive to deliver a design the customer wants, while making sure it works with the safety limitations of that specific aircraft.”

Senior Lead Designer Stephanie Kuhn feels that it is important for Designers to become involved early in the process.

“Conversations with the customer help us understand how the aircraft will be used, such as charter, business, or for family and friends. These conversations also provide insight to what their likes and dislikes are and can inspire and guide the design for their interior,” says Stephanie.

Seeing Is Believing

Mary agrees there’s just no substitute for having a designer involved from the beginning.

“We always invite customers to come to Duncan Aviation for a specification meeting in one of our three Design Centers in order to make the process easy and enjoyable. Our Design Centers are fully equipped with a large selection of luxurious materials, custom carpets, exotic veneers, hard-surface flooring, hardware options, and visual mock-ups to give our customers a variety of selections



to choose from,” says Mary. “We encourage customers to tour our facility while they are here to experience for themselves the dedication and quality of work being completed by our technicians in our on-site Cabinet, Interior Completions, Upholstery, and Finish shops.”

The Bottom Line

With the work we perform at Duncan Aviation, adhering to schedules is of utmost importance. That’s where all of the aircraft-specific knowledge plays a big role.

The Designers create unique, custom paint schemes. They have experience working with OEMs and our paint application layout teams. They’re aware of the limitations regarding the type of paint that is required on specific areas of the aircraft and the FAA safety regulations. Incorporating this information into the planning phase keeps the project running smoothly, particularly when a paint project is completed in less than 4 weeks.

Designers are also the creative forces behind the interior projects completed by

Duncan Aviation, and their knowledge and expertise save customers time and money. Lead Designer Emily Krawczak at Duncan Aviation’s facility in Battle Creek sums it up:

“We’re with our customers from Day 1 to delivery. We work with the Sales teams and customers during the initial spec sessions. We coordinate with the customer, Project Managers, and shops throughout the project, and we perform a final walk-through with the customer. It’s always rewarding to see the looks of joy on their faces when their aircraft delivers.” 📷

Designer Experience



Mary Lee

Senior Lead Designer/
Team Lead, Lincoln

In the 22 years Mary has worked as a Designer at Duncan Aviation, her greatest satisfaction is knowing the customer is overjoyed when they see their completed aircraft.

“The relationships I have established with those customers over the years are truly priceless,” says Mary. “I am always amazed by the talented people that I am so fortunate to work with at Duncan Aviation and the pride they have in their work. It is those people who really make the difference in allowing me to create such fantastic and unique design solutions.” 📷



Molly Foster

Lead Designer, Provo

Molly joined Duncan Aviation’s newest full-service facility in Provo, Utah, 2 years ago after working for several years at a completion facility in Dallas, Texas. Although she is the sole Lead Designer in Provo, Molly feels she can turn to any member of the Design team for assistance.

“I have the full support of everyone at our other two facilities, and the other designers on the team have been excellent resources from the very start,” says Molly.

She has worked on several big projects, and she’s especially fond of the rose gold and mocha paint scheme she designed for a Global Express.

“When the plane was pulled outside, and the sun glistened off the metallic paint, it was simply lovely,” says Molly. “For the interior, we added a custom herringbone vinyl floor in the galley, and it turned out amazingly well.” 📷



Jack Bauder

Lead Designer, Battle Creek

While working in the hospitality industry, Jack designed floor plans and furniture, fixtures and equipment packages for hotels. Once he started at Duncan Aviation 2½ years ago, he was impressed by the thought that goes into every piece of material used on an aircraft.

“Flooring had to pass slip-test standards, be easy to clean, and had to be installed so it could be removed easily for maintenance,” says Jack. “Exterior paint also surprised me. It’s formulated to not only protect the aircraft for years but also withstand the 500+ mile-per-hour speeds and constant exposure to sunlight.”

One of Jack’s most memorable projects was a Citation X. “The customer wanted an all-black paint job, so our Paint shop used a specialty, solar-reflective paint that protects the aircraft’s composite surfaces from the heat.” 📷

Emily Krawczak

Lead Designer, Battle Creek

Emily joined the Duncan Aviation Design team 4 years ago after creating custom kitchen and bathroom flooring at Michigan Tile & Carpet. She absolutely loves working in the business aviation industry, and she remembers her surprise upon learning key differences in aviation design.

“Weight is an issue with every item on the aircraft. I can relate to customers’ dismay when the china they want exceeds the weight limit in the galley drawers,” says Emily. “I also remember learning we don’t use tabs or glue to install carpet as is done in residential settings. Because aircraft carpet must be removed to access maintenance panels under the floor, we use semi-permanent methods, such as Velcro, to fix carpet in place. We must account for details one never considers when designing a home or office.” 📷

Stephanie Kuhn

Senior Lead Designer, Lincoln

Stephanie has been with Duncan Aviation for 9 years and enjoys and appreciates the connections she has formed.

“It is satisfying to see a project through to completion. I also enjoy seeing our customers’ pleasure at the end of their projects. It is gratifying to know that we have met and exceeded their expectations,” says Stephanie. “I also enjoy meeting people from all parts of the world and I am amazed by the incredible stories they share about their lives.” 📷



Kristen Cotugno

Senior Lead Designer, Battle Creek

As Kristen approaches her 16th anniversary at Duncan Aviation, she reflected on her first design job after graduating from Western Michigan University’s Industrial Design program. Kristen was looking for a creative opportunity for her artistic side, and she was thrilled to find it in the Design department at Duncan Aviation. Every day brings new opportunities to solve problems and explore the role aesthetics play in connecting customers and their aircraft.

“Prior to coming to Duncan Aviation, I knew little about airplanes,” says Kristen. “The biggest surprise and challenge were the regulations that we must follow and how those regulations drive the design process.” 📷

Heather Pridemore

Lead Designer, Battle Creek

Heather designed in-ground swimming pools, model homes, and clubhouses in Florida for several years. She joined the Duncan Aviation Design Team in Battle Creek 5 years ago.

She remembers how she felt when she realized the high quality of all the materials that go into an aircraft interior.

“The big wow for me was working with such fine quality products. There is no comparison between synthetic leather and genuine, aviation-grade leather,” says Heather. “Aviation carpets are equally amazing. It’s a pleasure to work with 100% wool or silk carpet that is well-crafted and custom-made. I enjoy designing interiors with high-quality materials that are hard-wearing and safe for aircraft use.” 📷



Carie Bruss

Lead Designer, Lincoln

Prior to joining the Design team at Duncan Aviation 6 years ago, Carie was a lead designer at a company in Lincoln, specializing in both new construction and remodeling kitchens and bathrooms.

In addition to seeing how overjoyed customers are when they see their finished aircraft, Carie really enjoys working with the teams at Duncan Aviation.

“We have extremely talented, top-notch professionals in this industry. The knowledge and craftsmanship here at Duncan Aviation are why customers seek us out and continue to come back,” says Carie. “A first-time customer recently stopped in mid-project to see the progress on his aircraft. He told me as he looked at all the work going into his cabinets and the quality of the upholstery on the seats that he knew he’d made the right choice coming to Duncan Aviation.” 📷



Teri Nekuda

Lead Designer, Lincoln

When Teri first came to Duncan Aviation 31 years ago, she’d been a buyer for a clothing store, and she was amazed by what the team members in the Cabinet shop could create out of composite.

“I was fascinated by countertops made of stone, cut into small tiles so they’d flex with the plane,” says Teri. “I realized right away that our teams produced over-the-top workmanship and custom details that stand out because they take so much pride in what they’re creating. I feel the same way about the designs I create, particularly when they’re bold and out-of-the-ordinary.” 📷





THE CUSTOMER WANTED NON-TYPICAL. DUNCAN AVIATION DELIVERED!

Duncan Aviation Designer Carie Bruss was excited to work on this hard-won Gulfstream G550, and she found the owner an absolute pleasure to work with. Prior to signing the contract with Duncan Aviation, he had a quote from another MRO, and he compared items and costs line-by-line. That's not unusual, but it was obvious to Carie that this customer was detail-oriented and wanted to be involved.

"We're upfront with costs, and we know our work is of the highest quality, so I wasn't concerned. The exterior paint and interior changes he

envisioned were unique and exciting, and I really wanted to work on this project," admits Carie. "Once we won the contract, I got to see how attentive he was to every detail on his plane!"

EXTERIOR PAINT

The exterior paint scheme is pretty standard for a Gulfstream, but instead of the usual Matterhorn white, the owner opted for a metallic black base.

"It's a common theme, but his tweaks using metallic black and silver and the Daytona blue really took the paint scheme to the next level," says

Senior Sales Rep for Completions & Modifications Jeff Beaudette.

Project Manager Nate Maxon adds, "We painted the landing gear and wheels metallic black, and when we rolled the aircraft out of the hangar, it had real ramp-presence. It really stood out next to the other, all-white aircraft on the ramp."

Carie says that's exactly what the customer wanted.

"The paint colors themselves and the landing gear, wheels, and airstairs—all painted metallic black—really add to the stunning appearance of the exterior," she says.



WATCH THE VIDEO:

www.DA.aero/videos/g550-transformation

The eye-catching colors on the exterior were then carried throughout the interior.

VARIATIONS ON A THEME

“The cabin, with its rich, dark wood veneer along the windows, reminds me of the interior of a yacht,” says Carie. “To prevent the cabin from being overwhelmed by the dark finish, we used a contrasting white on the lower sidewalls and dyed white leather on the seats and headliner. All of the white tones bring a lightness to the cabin.”

Carie and the owner had some great discussions regarding the carpet, too. Although he wanted the relatively dark colors of the exterior paint, his dog frequently flies with him, and he doesn’t want the dog’s hair to easily show.

“He texted me a picture of the inside of a shoe lined in a gingham pattern,” says Carie. “He wanted plaid carpet

incorporating black, silver, and Daytona blue, so we pored over dozens of carpet samples. The gorgeous plaid we selected is made of 50% wool and 50% silk. It’s the softest carpet I’ve ever felt!”

UNLIKELY ATTENTION

There are areas that are usually fairly standard on an aircraft: The lav, baggage area, and the flight deck, for example.

The plaid carpet was laid in the flight deck, and instead of the usual sheepskin covering the pilots’ seats, we used black leather. The Duncan Aviation Upholstery team stitched a seam up the center and back of the seats so they resemble seats from a race car.

“We reviewed the regulations regarding flight deck seats,” says Carie. “As long as we retained the 5-point harness, we were able to use the leather on those seats, too.”

The floor in the baggage area is typically covered in tread, but in keeping with the desire for a truly distinctive plane, the owner added a unique vinyl flooring with a diamond pattern.

“He also wanted something different in the lav, saying he didn’t want to lift the lid and see the same old, same old. We hydrodipped the lid, deck, tank, and seat with a carbon fiber pattern in Daytona blue that matches the exterior,” says Jeff. “That kind of attention to detail made this a great project to work on.”

CUSTOM TOUCHES

The galley cabinet was refinished with a dark veneer that was offset by a floor of white quartz with black veining running through it. The thresholds are powder-coated at Jeff’s suggestion.

“Because he didn’t have polished chrome or aluminum anywhere else in

the interior, we thought the powder-coated finish would tie the elements of the cabin and the galley together and create a custom feel,” says Jeff.

The countertop is made of the same quartz as the floor, and we updated and refreshed the right- and left-hand galley towers. Instead of doors that slide open, we installed a new hinge system so the doors fold down. The customer asked for special drawers to accommodate his decanters of sipping tequila. Interior Design Engineer Mike Riley designed the drawers so as not to exceed weight limits, replacing the dedicated coffee cabinet with custom-built drawers.

Structures Engineer Linh Abdulrahman designed a lift for the credenza that hides a 24-inch pop-up monitor. Because the credenza was also getting a facelift with the dark

veneer, it was a perfect time to modify it. When not in use, the monitor lowers into the credenza, giving it a clean, smooth surface.

AVIONICS UPGRADES

We upgraded the equipment to accommodate a faster and more reliable cabin connectivity system. The customer opted for Gogo Business Aviation’s AVANCE L5. Because Duncan Aviation is running its limited-time, special promotion, in addition to accessing the most reliable Gogo Biz network, the customer and his passengers will enjoy Gogo Text and Talk and Gogo Vision free for a full year.

Avionics Sales Rep Brent Hudecek says, “We performed some Collins Venue CMS mods, including moving a 19-inch monitor to make room for the new 24-

inch pop-up LCD, and added two new Collins TC6000 touchscreen switch panels and a new HDMI input panel.”

FROM DESIGN IDEAS TO DELIVERY

Jeff says our team members are all committed to quality workmanship and customer service from the initial designs to the final delivery.

“This project was especially fun for us to work on because of the creative color schemes, the cutting-edge designs, and the customized interior work,” says Jeff.

“It’s a pleasure to work with such dedicated, talented teams, and it’s gratifying to see the look of awe and pride on the customers’ faces when they take delivery of their newly completed aircraft,” says Carie. “This owner wanted his G550 to make a statement, and it definitely does!”



10-DAY CITATION XLS TRANSFORMATION

CHRIS NELSON AND HIS TEAM USED HYDROGRAPHIC FINISH METHODS ON THE LAVATORY CABINET, VANITY, AFT DIVIDERS, POCKET DOORS, DRINK RAILS, TABLES, LEFT-HAND FORWARD GALLEY, AND RIGHT-HAND FORWARD ENTERTAINMENT CABINET WITH A DESIGN THAT WAS SIMILAR TO A FLAT-CUT WALNUT VENEER WITH A GREY BACKGROUND.

WATCH THE IN-PROCESS VIDEO NOW:
WWW.DA.AERO/VIDEOS/10-DAY-PROMISE



USING INNOVATIVE FINISH SOLUTIONS



After being tasked with refinishing all the interior components for a Citation XLS in just 10 days, Duncan Aviation used its innovative hydrographic finishing process to deliver on its promise. The fleet operator and first-time Duncan Aviation customer knew the aircraft had to be back flying in 10 days, yet they wanted a completely new look.

“With any of our customers, the challenge is always downtime,” says Finish Shop Team Leader Chris Nelson. “When their aircraft is down, their flight schedules can be impacted greatly, and in this case, they simply couldn’t be down for more than 10 days. That was the challenge put before us. We accepted and knocked it out of the park.”

PROPER PLANNING WAS KEY

When Chris was initially consulted regarding this request, he knew he would have to get the shop and his team ready but that he could be successful with aggressive planning and scheduling.

“We had all of the tools and experience we needed to complete the job,” says Chris. “To make sure we met our client’s expectations and to ensure the project ran smoothly, we ended up making a few changes to the layout of our shop and added some specialized tooling.”

Project Manager Steve Devitt said there was some uncertainty at first when the idea came to life.

“Once we started planning and laid out a detailed schedule for every shift of every day, we all saw

that we could be successful in meeting the time while adhering to the Duncan Aviation quality standard that is expected,” says Steve. “The teams did a fantastic job communicating and working together. The result reflected their efforts.”

AMAZING RESULTS

The president of the aircraft management company said that the refurbishment exceeded expectations and looks better than new.

“The final product was nothing short of amazing,” he says. “The communication was excellent all the way through the project. In fact, it was so good I will be bringing more business to Duncan Aviation.”

Although the Duncan Aviation Cabinet Shop is among the best in the world, Chris estimates that this project would have taken more than double the time had it been completed using traditional methods to apply all new veneer to the cabinets. With downtimes being such a driving factor, the Duncan Aviation teams are always looking for ways to be innovative and deliver the Duncan Aviation quality that people will come back for.

“There were so many different team members and departments that got involved to make this project come together, it was amazing,” says Chris. “That’s probably the most exciting thing, knowing that there is such a talented group of individuals at Duncan Aviation creating solutions to meet the expectations of our clients.”

THE HYDROGRAPHIC FINISH TECHNIQUE IS ONLY LIMITED BY THE IMAGINATION. THE MOST DIFFICULT PART CAN BE CHOOSING A DESIGN FROM THE UNLIMITED GRAPHIC OPTIONS. LEARN MORE ABOUT HYDROGRAPHICS AT DUNCAN AVIATION: WWW.DA.AERO/HYDROGRAPHIC-SOLUTIONS

If you decide to sell your aircraft, “**Completed by Duncan Aviation**” adds value! Bring your aircraft to the experts.




Compare Aircraft Values & Features

Download Duncan Aviation's Quick Reference Model/Market Summary
www.DA.aero/market-sum

When acquiring or upgrading a business aircraft, selecting the right make/model is one of your most important decisions. Duncan Aviation's Aircraft Sales and Acquisitions team can help you narrow your selection by guiding you through a mission profile analysis and model comparison. Call our team today at +1 402.479.8108.

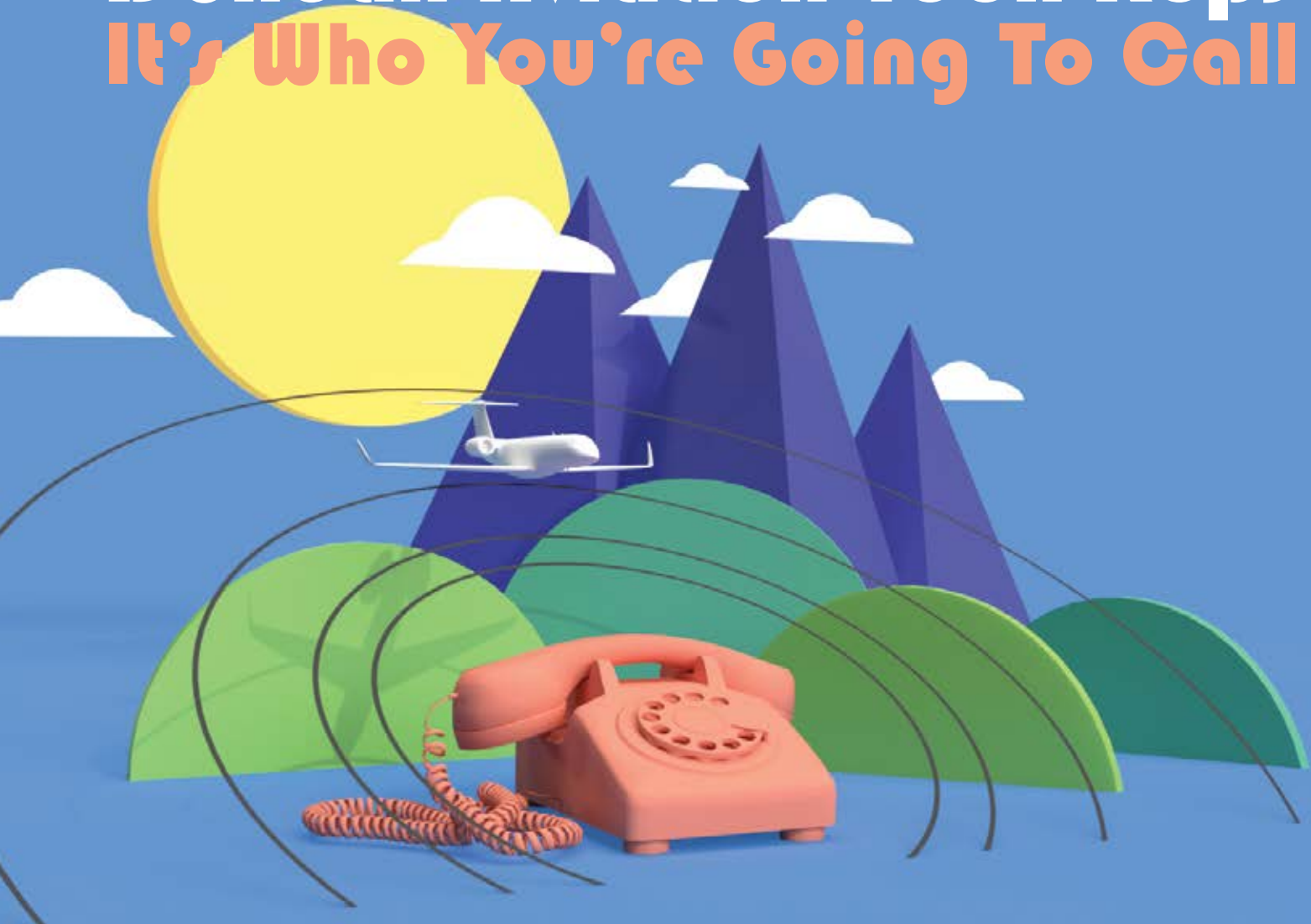


Why the sporty red paint? Back in 2019, Duncan Aviation painted the owner's Phenom 100 Ferrari red to match his Ferrari collection. We recently gave his Legacy 500 a similar makeover, with an interior highlighted by a natural stone cambria flooring,

quilted pattern on the seats and divan, and carbon fiber hydrodipped drink rails, tables, and accent pieces. It also received avionics upgrades consisting of a new monitor, touchscreen, HDMI ports, USB ports, Gogo AVANCE L5, and CMS. 

Duncan Aviation Tech Reps

It's Who You're Going To Call



Duncan Aviation takes the most mechanical, technical, knowledgeable, diverse, and experienced aviation professionals and puts them in a position that allows them to use those talents to advise, teach, and support. We call them Tech Reps.

Duncan Aviation Tech Reps, short for Technical Representatives, are some of the most experienced and highly respected experts in the industry. Customers call them for technical advice, OEMs (Original Equipment Manufacturers) seek their input to shape industry standards, and our own technicians rely on them for advanced troubleshooting and training. They impart their elite knowledge in their areas of expertise to all points across the United States and worldwide. They educate, guide, set procedures, and serve as liaisons between Duncan Aviation, customers, and OEMs.

Imparting Wisdom to New Techs

If Chuck Zahnow, Textron Airframe Tech Rep in Battle Creek, Michigan, isn't at his desk, on the phone, or leading a training class, he can be found in the hangar working side-by-side with the technicians on the floor. He is very involved with his teams, staying available to them when they have questions or need guidance to work through advanced technical problems.

"I am a resource for them when they have reached the limits of their experience," says Chuck. "It is a learning opportunity for the younger techs. And it is rewarding for me to see them progress."

Seasoned technicians also consult with Chuck, creating the best approach and courses of action when they are faced with difficult situations.

But the role of a Tech Rep is more than supporting those on the hangar floor. They also share their

wisdom with Duncan Aviation team members from our Satellite locations, AOG Rapid Response Teams, Project Managers, Sales, and Engineering.

In addition to the tech support, a lot of time is spent creating training programs and leading team meetings. It is their goal to advance the collective knowledge of the entire Duncan Aviation team.

"It's an all-encompassing job," says Chuck.

Staying Up-To-Date in a Dynamic Industry

Chris Christianson, Avionics Installation Tech Rep in Lincoln, Nebraska, agrees and adds that Tech Reps need to continue to learn as technology advances.

Tech Reps are proactive in their education, taking the necessary steps to stay current on the latest technologies. They spend hours researching the latest ADs (Airworthiness Directives), SBs (Service Bulletins), and SLs (Service Letters) released by the OEMs.

Chris says this is especially important in the world of avionics modifications. "We have moved from analog to digital, exchanging meters and scopes for laptops and routers. Troubleshooting went from following the wire to knowing the software."

Chris says he needs to understand old and new technologies alike. "When a legacy aircraft arrives for a new avionics modification, I have to know how to get the new technology to talk to the old boxes while supporting the teams."

Helping Operators Troubleshoot

Because customer support and service questions happen around the clock, Tech Reps also field phone calls at all hours of the day and night. Many are from customers who need straight answers.

Jerry Cable, Duncan Aviation Accessory Tech Rep, answers his phone no matter what time it is—he understands customers located around the world need help outside of his business hours. After listening to the symptoms and asking careful questions, he can typically diagnose the problem and offer a solution.

"In most cases, I have already come up against this problem before," says Jerry. "If I haven't, I will walk them through the troubleshooting process. If that isn't

successful, I will put them in touch with the appropriate person at the OEM to get further assistance."

OEM/Industry Impact

Many Duncan Aviation Tech Reps have been on the ground floor in the initial type design phase for new aircraft models. They advise OEMs on the tooling and training of the maintenance programs of these new aircraft. They are invited to be members of industry Advisory Boards and Technical Committees. They participate on OEM Maintenance Review Boards and offer

feedback to improve the maintenance of new aircraft and after the aircraft has entered into service. These discussions often result in the creation of Service Bulletins, Service Information Letters, and Service Letters that improve the maintainability and dispatch reliability of the fleet.

These relationships are significant. Tech Reps are on the front line with OEMs and others in the industry. When needed, they have a direct line to the right person to get the information necessary to keep an in-house project progressing.

You would be hard-pressed to find another group of aviation professionals more experienced and more willing to

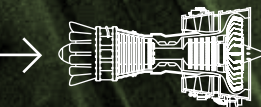
share knowledge with others.

There is no way to know everything that can go wrong with an aircraft. But Duncan Aviation Tech Reps have a vast understanding of an aircraft or system's intricacies and use their knowledge, experience, resources, and years in service to help aircraft perform at their best. 📞

Duncan Aviation has 31 Tech Reps with expertise in Challenger, Citation, Embraer, Falcon, Global, Gulfstream, Hawker, King Air, and Learjet aircraft. They are experts in accessories, airframe, avionics, components, instruments, interiors, engines, and structures. You can see the list organized by airframe here: www.DuncanAviation.aero/services/tech-reps/contacts 📞

DUNCAN AVIATION ENGINE PARTS RECLAMATION PROGRAM

RECLAIMED. RECERTIFIED. REUSED.




RECYCLING “AT ITS BEST”

The environmental impact associated with new aviation manufacturing is significant. Aircraft engine parts are made out of exotic metal alloys such as titanium, Waspaloy, Hastelloy, and Inconel. The entire aviation industry (commercial, business, and general aviation) relies on these rare metals because they can withstand high heat and have the strength-to-weight ratio necessary for flight. Because the supply of

these limited resources is dwindling and becoming rarer, the cost of the parts is rising significantly.

Reclaiming good, serviceable engine parts and reintroducing them back into service is recycling at its very best. No more precious metals are removed from the earth, and very little, if any, machining or chemical applications are necessary to return these parts to service in another engine.

With Duncan Aviation’s Engine Parts Reclamation Program, 75 percent of each engine’s parts are reclaimed and recycled. This process, on many levels, significantly lowers environmental impact. 

Recently, the Duncan Aviation Turbine Engine Maintenance Facility delivered a Honeywell TFE731-2-2B engine from a CZI (Core Zone Inspection) in 19 days. This impressive downtime was only made possible through the use of available parts from Duncan Aviation’s reclaimed engine parts inventory.

Scott Stoki, Engine Shop Manager, says the typical delivery time for a major inspection like the CZI is 30 days. “The timing was right for this event. All the parts that squawked were available in our engine parts inventory.”

PARTS RECLAMATION PROGRAM

There are more than 1,000 parts in a TFE731 engine that

require inspection, and with aging engines like the 731-2, operators can expect a fair amount will need to be replaced.

Chelsea Ortiz, Engine Parts Reclamation Program Coordinator, says the available inventory is constantly changing. “Several parts go in and out of the warehouse every day. So it can fluctuate from hour to hour.”

As soon as a sales quote is approved by the customer, it is noted in the system. The available parts are pulled from inventory and held for that customer’s event. The more in-demand parts are often sold before they hit the shelves.

“The demand for reclaimed Honeywell TFE731 engine parts

is strong,” says Chelsea. “We are continually adding engines to our reclamation and recycling process.”


INCREASING DEMAND

At any given time, there are on average 12 Honeywell TFE731-2 and -3 engines in the process of a complete teardown. Chelsea manages the process from purchase, quote, receiving, tear down, inspection, and recertification with the support of the engine shop. All parts are returned to service with a signed Duncan Aviation FAA 8130-3 and EASA dual-release tag.

Since taking over the program in 2019, Chelsea has seen the available Duncan Aviation

reclaimed engine inventory increase by nearly 200% and sales of reclaimed parts by more than 500%.

Nearly all of the reclaimed parts inventory is exclusively used to support Duncan Aviation’s customers whose engines are in-house for inspection or being supported by the Duncan Aviation RRT (Rapid Response Teams) in the field.

Real value can be found in reclaimed engine parts. Not only can they reduce inspection downtime, but they are a lower-cost alternative that allows aging aircraft to continue to provide valuable flight services to operators and companies. 



Chelsea Ortiz
Engine Parts Reclamation Program Coordinator

Master Technicians



It's easy to spot a Master Technician. He is the one shouldering responsibility with advanced tasks. She is the one imparting confidence to customers when discussing their projects. They are the individuals who come alongside younger technicians, teaching what they won't find in books.

Every day this group brings their experience, skills, and dedication to the job, which results in lasting benefits to Duncan Aviation and helps to create a satisfying customer experience.

Efficiency

Technicians who reach the level of master have figured out how to work smarter, faster, and more efficiently. They recognize the big picture without missing the details. They already know how they are going to tackle the job before they begin.

"A Master Technician can shoulder a lot by themselves," says Pat Mapes, Avionics Install Manager in Lincoln, Nebraska. "They can stand alone on a project but know when it's time to bring in additional resources."

They will always step in and help out others who are struggling, creating a learning opportunity. This level of mentorship increases safety among the teams and reduces operational costs in terms of time and efficiency.

Dispatch Reliability

When tackling the more difficult worksopes, Master Technicians draw upon their experience to find answers. They are often brought in to conduct final testing and inspections before an aircraft or unit is returned to service.

Wyatt Kingery, Avionics Install Master Specialist, says that when turning on aircraft systems after a major modification, he looks at more than what is required. "We have to touch and interrupt many systems of the aircraft to gain access to the modification. We test and retest everything in the area."

Customer Confidence

Tony Curtis, Assistant Manager of Component Services, gives a lot of credit to our Master Technicians for Duncan Aviation's reputation for high quality and professionalism in the aviation industry.

"Customers want to be assured they are entrusting their aircraft and its components to a maintenance facility that has demonstrated competence in their

craft," Tony says. Team members who have worked hard to reach this level know how to talk the talk and walk the walk. "They can speak and communicate complicated technical information in an easy-to-understand, professional manner that puts customers at ease."

It's A Team Effort

Aviation is an industry that requires collaboration and teamwork. Although Master Technicians are experts at their craft, they recognize they can't always do it alone.

Red O'Leary, Airframe Master Technician in Battle Creek, Michigan, says, "Even with 23 years of experience, I don't know everything. But I know someone here probably does, and I go ask for help. We rely on each other because individually we cannot achieve what we can as a team."

"Master Techs are key players, but they are not the only players," explains Patrick. "Having teams with multiple levels of skill gives us the flexibility to make adjustments and create teams that fit current project demands."

This team dynamic also provides a proving ground for younger techs to learn. Master Techs are natural leaders who mentor and teach the next generation critical thinking skills.

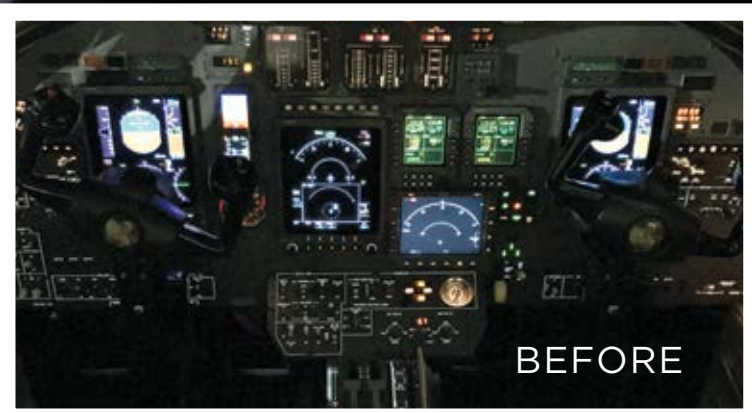
Becoming a Master Technician takes patience, dedication, and discipline.

"You can't become a Master Tech overnight," says Wyatt. "You have to put in the time and be willing to take direction and guidance from someone who's already been down that road."

Duncan Aviation has dozens of Master Technicians and Master Specialists in our airframe, avionics, engine, paint, interior, structures, and component repair departments. These are Duncan Aviation team members who have deliberately made efforts to learn and improve their knowledge and expertise in a specific area.

In addition, there are many team members who've earned the title of Master Technician but have chosen to continue their careers as managers, team leaders, tech reps, and even sales reps. They no longer hold the title, but they maintain their knowledge and skills and utilize them in other ways.

Duncan Aviation wouldn't be the company it is today without dedicated, knowledgeable, and talented team members. They are the best in our industry. 🛩️



29
Locations
Nationwide

245
Experienced
Technicians

Flight Deck Upgrades Require Synchronization of Schedule & Resources

www.DuncanAviation.aero/Citation560xl-G5000

Late in 2020 and early 2021, one of Duncan Aviation’s customers visited our Satellite facility in St. Paul, Minnesota, for the installation of the Garmin G5000 integrated flight deck in two of his Citation Excel aircraft. The projects, which spanned three major holidays, required careful planning and the marshalling of additional technicians to the St. Paul facility.

Although removing and replacing the entire avionics suite is no small feat, the customer requested this upgrade because the previous system experienced failures, and the continuous repairs and downtime were getting costly.

“He wanted to start over with a newer system that wasn’t going to continue racking up repair costs, and

we recommended the Garmin G5000 integrated flight deck because of its power and reliability,” says Eastern Regional Avionics Sales Manager Michael Kussatz.

The G5000 Upgrade

Highlights of the Garmin G5000 flight deck include bright, high-resolution color displays, touch-screen interfaces with audible feedback, Automatic Flight Guidance and Control Systems, GPS, Synthetic Vision System (SVS), and real-time weather, chart, traffic, and terrain information that provide pilots with a great deal of situational awareness.

“When the customers picked up the first aircraft, they flew it in the late evening to Missoula, Montana, and the pilot told us the Synthetic Vision showing the mountainous terrain was amazing in its detail,” says Tom Lieser, Manager of Duncan Aviation’s St. Paul Satellite. “When the company’s chief

pilot picked up the second aircraft, he told me that the new flight deck makes flying fun again! They are really pleased with these new systems.”

The fully scalable Garmin G5000 system and the STC (Supplemental Type Certificate) that covers all equipment and installation, includes provisions for future upgrades, such as CPDLC (Controller Pilot Data Link Communications). Michael feels confident the new systems are a great fit for this customer’s current and future needs.

“The Garmin G5000 is a fully integrated avionics package that features a lot less cluttered instrumentation while simultaneously giving pilots a great deal more awareness of their environment and other air traffic as well as greater control of their aircraft,” says Michael. “It’s a reliable, dependable system that gives the pilots better situational awareness and meets all the mandates.”

Installation Expertise

Installation in the first Excel spanned Thanksgiving and Christmas in 2020 and New Year’s in 2021, and the team accommodated the customer’s schedule.

“We delivered the first aircraft in mid-January, and the second in March. Schedules for both aircraft were aggressive and to ensure we delivered on time, the team pulled together and worked though the holidays to make it happen,” says Tom.

Team members at the Satellite Shops routinely express their confidence that the entire Duncan Aviation enterprise has their backs. Tom explained that this project couldn’t have been completed without company-wide support as his team was augmented by technicians from our Satellites in Atlanta, Georgia, and Kansas City, Missouri, and techs from the full-service facility in Lincoln, Nebraska. 🛩️

NEW

Duncan Aviation Satellite in Washington, DC, Area



Logan McCabe
Satellite Team Lead

Duncan Aviation-Manassas
10660 Skyview Terrace, Suite 503
Manassas, VA 20110
+1 703.330.4827

www.DA.aero/locations



Located 30 miles from downtown Washington, DC, at the Manassas Regional Airport (HEF), the Satellite is housed in Chantilly Air's newly completed Jet Center (pictured).

Amid great excitement, Duncan Aviation recently opened its newest Satellite at the Manassas Regional Airport (HEF) in northern Virginia. Located 30 miles from downtown Washington, DC, the Satellite is housed in Chantilly Air's newly completed Jet Center. The two companies have met the needs of business aviation customers for decades, and this endeavor offers complementary maintenance and avionics services to customers in the mid-Atlantic region.

The FAA certified the Manassas Satellite on May 4 and Duncan Aviation began serving customers. One of the first aircraft the team touched was a fire-damaged Beechcraft Bonanza. We replaced the wiring harness behind the instrument panel that was badly damaged.

In July, Logan McCabe—formerly Avionics Crew Lead at the Satellite in Austin, Texas—assumed the role of Team Leader at the Manassas Satellite.

Logan began his career at Duncan Aviation in 2013 as an Installation Specialist at the Satellite in Fort Lauderdale, Florida, and was promoted to Crew Lead of the Satellite in Austin, Texas, in 2017. Logan has a degree in Business Management from Florida Atlantic University in Boca Raton, Florida, and as he confidently mentions, the knowledge and resources of Duncan Aviation support him and his crew in Manassas.

“If I ever need help with a job, I call another Satellite or someone at one of the main facilities. Duncan Aviation's experts are always there for us,” says Logan. “Everyone in the industry knows of Duncan Aviation's quality and professionalism. It's awesome to work for a company that's known for that kind of expertise and customer service, and I'm excited that we're now serving customers in this area.”

Matt Nelson, Manager of Satellite Operations at Duncan Aviation, shares Logan's enthusiasm.

“It's great that Duncan Aviation has a presence in this region again, and we're honored to be housed in this gorgeous new facility,” says Matt.

For 35 years, Duncan Aviation's Satellites have offered avionics support for aircraft owners/operators. The teams are located at high-volume business aviation hubs nationwide, providing avionics installations, including

- Air Purification Systems
- Wi-Fi air-to-ground or satellite-based
- Cabin Systems
- Flight Management Systems
- Cockpit Modernizations (Displays, FANS 1/A, ADS-B)
- WAAS/LPV


Our experienced techs will inspect, install, troubleshoot, service, and repair virtually any type of avionics equipment our customers have, or need to have, aboard their aircraft. The shops are supported by our full-service avionics and instrument shops in Lincoln, Nebraska, and by technical support throughout the enterprise.

The Satellites also coordinate any repair, overhaul, exchange, loaner, or part needed for any jet, turbine, piston-powered aircraft, or helicopter.

Tool Calibration Services

In July, Avionics Techs from our Satellites in St. Louis, Missouri, Scottsdale, Arizona, and Oxford, Connecticut, were trained and began offering tool calibration services for our customers. The capabilities include the standards used to calibrate torque wrenches, multimeters, and crimpers. Training is ongoing, and the services will expand to additional Satellites in the future.

Battery Services

Many Satellites also offer an array of battery services, including inspections, testing, charging, overhauling, and selling. Shops with space have separate rooms for lead acid, lead antimony, and NiCad (Nickel Cadmium); others alternate which batteries they work on from week-to-week. The services cover main ship sets and emergency batteries, and several of the shops are certified for hazmat shipping. 



Tool Calibrations



Battery Services





WE'RE ALL IN

WORKING HARD FOR OUR
HONEYWELL COMPONENT CUSTOMERS

At the beginning of 2021, Duncan Aviation's Component Services in Lincoln, Nebraska, took on a significant challenge and assumed all responsibilities for the repair, sale, and exchange services for a specific group of Honeywell Aerospace avionics legacy platforms flown on a wide range of business jets, turboprops, rotor-wing, and regional/commercial make/model aircraft. These include Flight Controls, Electronic Flight Control Instruments, Air Data, and Attitude Heading Reference Units on legacy platforms.

"We are no longer just the broker," says Andy Theis, Duncan Aviation Rotable Manager. "If customers have a need to purchase, exchange, or repair these units, they now come to us. We have

full control of the inventory, repair services, and customer service."

Component Services doesn't take this new responsibility lightly.

"In a short amount of time, we were given a whole lot more accountability," says Eric Bettger, Duncan Aviation Customer Sales & Service Representative. "Almost immediately, we started hearing from our new customers, as well as an increase in business from existing customers. Our challenge has been to make sure our customers, both existing and new, know they are our priority."

SEND-IN CUSTOMER SERVICE

For many, this is their first experience with Duncan Aviation. These new



customers are quickly learning that delivering customer service and communication is a high priority.

“We answer the phone,” says Jack Smith, Duncan Aviation Parts & Rotables Sales Team Leader. “It doesn’t matter what time of day or night. We offer real-time, in-person customer support 24/7/365.”

Jack adds that when customers call, they want honest and up-front answers. “There is no sense in beating around the bush. If we don’t have a unit available, I tell them. Then I walk them through the options and processes to find it. I always err on the side of over-communication.”

When it comes to the status of a unit at Duncan Aviation for repair, Team Leader Eric Bettger, agrees. “Customers want to know what’s going on and when they will get their units back. It’s important to tell it like it is. It’s a fair question that deserves a straight answer.”

The customer service teams are right next to the service shop where the units are being worked. If there is any question about the status of a unit in the system, Eric and other customer service team members get up and walk directly to the bench and speak to the technician working on the unit. “We have direct access to the technicians. They are more than helpful in giving us the latest update. With this information, the customer is called back. We will not leave a customer hanging.”

Everyone on the customer service team has been through many training sessions to become familiar with the units and

has full access to the entire workorder system. With one phone call, customers learn the unit’s current status, get an estimate on when they’ll get it back, or file an MSP claim. Duncan Aviation will fully facilitate all claims from beginning to end for all component customers on the Honeywell MSP program.

“We are the go-to resource for these units,” says Crystal Osmera, Component Customer Account Supervisor. “Whether calling to exchange, purchase, or send a unit in for repair, we have the right people in place to provide an elevated level of customer service.”

ON-SITE CUSTOMER SERVICE

Duncan Aviation customers who have aircraft in the hangars or at any of the many Duncan Aviation Satellites are also seeing the benefit of having immediate access to this new inventory. Technicians can see and order the available units through the online inventory system. They will be delivered the same day if they are onsite or the next day if at the Satellites.

A dedicated parts warehouse was constructed for the estimated 2,000 new Honeywell units. An army of Duncan Aviation team members worked many hours to organize and sort these units onto shelves.

Customer reaction to this transition has been mixed. Those who have worked with us before are excited to have access to these units through Duncan Aviation.

New customers are learning who we are and experiencing our 24/7/365 support for the first time. They like what we’re doing.

Duncan Aviation has been supporting these new units for the better part of a year. But there is still much to learn.

“We welcome customer feedback to learn and improve,” says Keith Schell, Component Repair and Parts & Rotables Sales Manager. “We continue to partner and engage with customers in order to ensure they are satisfied with our services and products.”

GROWING THE BUSINESS

The influx of new repair capabilities has directly impacted many repair service teams, including Autopilot, DME, HSI, Gyros, and hydraulics.

“To say we have been busy is an understatement,” says Steve Krings, Avionics & Instruments Team Leader.

“We have hired new technicians, but bringing them up to speed with the new equipment takes time. Bringing on a new product line and spooling up training at the same time needs serious synchronization. But we’re getting there.”

One point Steve emphasizes is his teams will not sacrifice quality for speed. “We are up front and honest

with the customer about our current capacities. Sometimes units take longer than anticipated. In general, customers are willing to wait. They understand what we’re up against and that we are committed to them. They trust in us because they know the quality we deliver.”

Ten Duncan Aviation Avionics & Instrument technicians received OEM factory training. They actively participated in the teardown and transfer of the test equipment to fully understand how to reassemble and calibrate correctly. More onsite training was performed at the Avionics Instruments Repair facility in Lincoln.

Our Avionics & Instruments service team is one of the largest in the industry. Its breadth of talent and experience gives flexibility when it comes to meeting customer demands. Many technicians are cross-trained to be able to work effectively on many work benches. “We move them around where the help is needed the most,” says Avionics & Instrument Team Leader Scott Samuelson. “Everyone is willing to step up and understands their responsibility to the customer.”

RIPPLE EFFECTS

The growth from this Honeywell agreement has been felt across the company. Here are some of the areas touched by this work:

- Calibrations team: Set up and calibrated new test equipment to required specifications.

- Purchasing Department: Saw 20% increase in new parts invoices so far in 2021.
- Parts Expeditors: Put in extra time to fulfill the increased demand of locating parts in the open market.
- Parts Sales: Received increased phone calls, with record sales already in the books.
- Facilities: Constructed a 1,000-square-foot shop to accommodate 50 additional test sets and 12 new workbenches measuring 60 linear feet. They also built a new warehouse space dedicated to 2,000 new units.
- Shipping/Receiving: Spent hours unboxing and organizing the new inventory onto shelves. Experienced an increase in the amount of daily deliveries. Continually moves inventory where it needs to go.

Many of the new Honeywell units are new to Duncan Aviation. Rotable Manager Andy says it has been a challenge to learn what the most in-demand units are and keep inventory levels up.

His mission is to instill customer confidence that Duncan Aviation isn’t going anywhere and is in full support of the units.

“These legacy units are good, solid equipment. They have supported many aircraft for a long time. When they are properly maintained, they have a lot of life left,” he says.

Duncan Aviation is growing. Component service and repair teams are growing. Inventory is growing. Part sales customer service is growing.

We’re not going anywhere.

WE’RE ALL IN. 



JACK SMITH



CRYSTAL OSMERA



KEITH SCHELL



STEVE KRINGS



SCOTT SAMUELSON



News & Tech Updates

Duncan Aviation strives to keep you up-to-date on the ever-changing aviation industry.

www.DuncanAviation.aero/news



In March 2021, Duncan Aviation installed the 100th pair of API blended winglets for Dassault Falcon aircraft.

100th Falcon Winglet Installation

In late March, Duncan Aviation installed its 100th pair of API (Aviation Partners, Inc.) blended winglets for Dassault Falcon aircraft.

In 2008, Duncan Aviation partnered with API and the OEM to install the API blended winglets on a Falcon 2000EX for STC (Supplemental Type Certificate) certification. API subsequently announced Duncan Aviation's Battle Creek, Michigan, and Lincoln, Nebraska, MROs as the first authorized installers for Falcon blended winglets in 2009. Between the two locations, there are nine airframe maintenance teams with more than 10 years of experience completing this in-demand modification on all series of the Falcon 50, 900, and 2000 aircraft.

On March 30th, Two Bear Management's Falcon 900EX took off from Duncan Aviation sporting this highly visible technology. Improved fuel efficiency and smoother ride are only a couple of the many reasons the company chose winglets.

"It increases the aircraft's value, giving it a more modern look," says Mark Nugent, Two Bear's Director of Maintenance. The Falcon 900EX was in for a 2C inspection, installation of Gogo AVANCE L5 connectivity, new cabin and cockpit USB ports, exterior paint, partial interior refurbishment, and landing gear overhaul. "It's one-stop shopping with a competitive quote at Duncan Aviation," stated Nugent. "We get everything done with one visit. And because this is the 100th pair of winglets they have installed, we know the job was done right."

www.DuncanAviation.aero/videos/100th-winglet




BATTLE CREEK, MICHIGAN



Avionics Install Tech Ritchie Peterson mounts a Bongiovi Aviation transducer in Battle Creek, Michigan.




AcousticLabs Bongiovi Aviation speakerless system installed in a Dassault Falcon 7X.

In addition to the Falcon 50, 900, and 2000 aircraft families, Duncan Aviation is also an API authorized installation partner for winglet modifications on Hawker 800 series aircraft. 

250th Gogo Biz AVANCE L5 Installation

This spring, Duncan Aviation installed its 250th Gogo Business Aviation AVANCE L5 in-flight Wi-Fi system in a Gulfstream GV-SP at its facility in Lincoln, Nebraska.

“The long, productive relationship between Duncan Aviation and Gogo Business Aviation provides a significant benefit to our mutual customers,” says Nate Klenke, Sales Manager of Modifications in Lincoln. “Because of our confidence in the performance and reliability of the Gogo AVANCE L5, Duncan Aviation’s Engineering & Certification Services teams have invested in the development of numerous STCs and AMLs (Approved Model List), covering the full-equipment installation of the system in more than 30 aircraft models. Duncan Aviation is pleased to have installed the AVANCE L5 in 250 of our customers’ aircraft.”

The Duncan Aviation STC covers the Wi-Fi certification and full equipment and antenna installation required to provide in-flight connectivity to the Gogo Biz 4G network. All of the STCs that the Duncan Aviation teams have completed for this Gogo Business Aviation system are available throughout the United States and can be installed at any of Duncan Aviation’s three full-service facilities and at many of our Satellite Shops and workaways. Additionally, Duncan Aviation has sought and received approval from TCCA (Transport Canada Civil Aviation) for many of its STCs. 

Bongiovi Audio System Installation

Duncan Aviation recently installed the AcousticLabs Bongiovi Aviation system in a Dassault Falcon 7X aircraft at its full-service facility in Battle Creek, Michigan. This state-of-the-art audio system is able to overcome a noisy cabin environment and reproduce high-fidelity audio. The integrated audio with patented signal-processing technology is combined with speakerless transducers that mount behind the interior panels in the ceiling and sidewalls to produce an immersive audio experience throughout the cabin.

The Collins Aerospace Venue CMS (Cabin Management System) was installed to deliver the audio output for the Bongiovi speakerless system, and the 47 transducers mounted beneath the headliner and in the upper sidewall panels throughout the aircraft amplify the sound. 

Michigan FBO Facilities Earn IS-BAH Stage II Certification

We are pleased to announce that all four of our FBO facilities have earned the IS-BAH (International Safety for Business Aircraft Handling) Stage II accreditation. The Duncan Aviation FBOs in Battle Creek (BTL) and Kalamazoo (AZO), Michigan, are the most recent to have earned the certification; in May 2020, the company’s facilities in Lincoln (LNK), Nebraska, and Provo (PVU), Utah, earned Stage II certification.

The safety of our customers and team members is a core value at Duncan Aviation, and the IS-BAH certification demonstrates the company is making safety not just a goal but a daily practice.

IS-BAH, developed by the IBAC (International Business Aviation Council), is a set of global industry best practices for business aviation ground handlers that truly feature

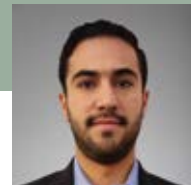


LINCOLN, NEBRASKA

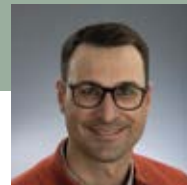
Premier provider of avionics systems: www.DuncanAviation.aero/services/avionics-installation



Greg Gancarz



Alex Díaz Reyes



Kramer L. Lyons



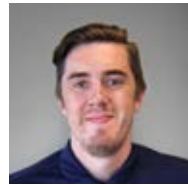
Hector Soto



Logan McCabe



Brian Foersch



David Sturdy



Robert Suarez



John Spevak

robust SMS (Safety Management System) practices. Duncan Aviation's FBOs in BTL and AZO earned Stage II IS-BAH accreditation by having a physical audit from Mentair Group, an accredited IS-BAO (International Standard for Business Aircraft Operations) Auditor.

Throughout this year and into 2022, Duncan Aviation will be preparing enterprise-wide for the rigorous Stage III accreditation process. There are only 27 FBOs in the world that have earned Stage III, and Duncan Aviation is currently the only FBO/MRO in the world that has any kind of IS-BAH certification. 📱

Duncan Aviation People On The Move

Greg Gancarz was recently named manager of both of Duncan Aviation's Satellite shops in Sacramento and Hayward, California, after previous manager Bob Hazy retired in June.

J. Alejandro (Alex) Díaz Reyes joined our team in Mexico as the new Territory Manager for the Central and Northeast Mexico Territory, with a base office in Guadalajara, Jalisco, Mexico.

Kramer L. Lyons joined Duncan Aviation as Director and Associate General Counsel. In this position, he is a member of the Senior Management Team.

Hector Soto recently joined our Turbine Engine Service Sales team. With his aircraft engine knowledge and experience, Soto is ready to introduce potential customers in the South Central Region of the United States to Duncan Aviation. This area includes Texas, Oklahoma, and Arkansas.

Logan McCabe now leads our newest Satellite Repair Station in the Washington, DC, area. The shop was opened this spring in Chantilly Air's newly completed Jet Center in Virginia, located roughly 30 miles from downtown Washington, DC.

Brian Foersch was named Bombardier Service Sales Representative for our full-service MRO in Lincoln, Nebraska. He coordinates maintenance transactions for the Global and Challenger series product lines.

David Sturdy joined our recruitment team and will take on the responsibility for generating interest in the industry and the company as he works from the Battle Creek, Michigan, facility.

Robert Suarez is now a Market Research Analyst with Duncan Aviation's Aircraft Sales & Acquisitions team. His responsibilities include tracking Duncan Aviation core aircraft markets, creating marketing campaigns, and assisting in the consignment, acquisition, and sale of aircraft.

John Spevak is our newest Falcon Airframe Tech Rep. With 31 years of business aviation technical experience, John provides troubleshooting and technical support to Falcon customers and Duncan Aviation airframe maintenance teams. 📱

Learn More About Life For Our Team Members

We recently released a new Straight Talk podcast series: A Day In The Life. This series gives listeners a glimpse of what it's like working in different departments at Duncan Aviation. Listen as team members in the airframe, engine, avionics, FBO, quality assurance, NDT, and interior departments discuss their backgrounds, what a typical day looks like, their job duties, and advice for individuals interested in a career at Duncan Aviation.

Listen now: www.DuncanAviation.aero/a-day-in-the-life-podcast

Then see what opportunities are waiting for you: www.DuncanAviation.aero/careers 📱



PROVO, UTAH

A Day In The Life Podcast Series: www.DuncanAviation.aero/a-day-in-the-life-podcast




Robert (left) and Todd (right) Duncan with the 2021 Karen K. Duncan Scholarship Winners in Lincoln, Nebraska.

Duncan Aviation Completes STCs for Legacy 600

Duncan Aviation's Engineering & Certification Services recently amended two STCs for the Embraer Legacy 600. The first STC (ST01856WI) is for the Honeywell Aerospace FMS (Flight Management System) and the second STC (ST01858WI) is for FANS (Future Air Navigation System). These STC amendments allow owner/operators of Embraer EMB-135BJ aircraft to upgrade their existing NZ-2010 FMS from version 6.1 to version 6.1.1 and certify the Mode V Glidepath deviation alerting and annunciation for precision approaches.

ST01856WI updates the Honeywell FMZ-2000 FMS to FMZ-2010 and allows for LPV/WAAS (Localizer Performance with Vertical Guidance/Wide Area Augmentation System) and VNAV (Vertical Navigation) capabilities. The amendment certifies the use of the Mode V Glidepath monitoring, alerting, and annunciation for LPV approaches. The new software gives audio and visual alerts when a pilot's approach is too low.

The amendment to ST01858WI resolves the issue of latency with FANS. The new software includes a message latency monitor to detect old CPDLC (Controller Pilot Data Link Communications) messages that may no longer apply. 

Karen K. Duncan Scholarship Winners


Supporting local communities is one of Duncan Aviation's core values. One way we invest in our communities is through the children of our team members. For more than 20 years, Duncan Aviation has advanced the futures of students through the Karen K. Duncan Scholarship program, which helps Duncan Aviation team members fund post-secondary education expenses for their children. In the 23 years since we started this program, 363 scholarships totaling \$1,886,000 have been awarded.

All dependent children of full-time Duncan Aviation team members who are entering a two-

year or four-year college program or technical school in the fall of 2021 were eligible. Each scholarship winner will receive up to \$2,000 for his or her college education—\$500 a semester for up to four semesters.

An independent committee reviewed applicants' essays and assigned point values to them. Students also earned points for academic achievement, leadership, citizenship, career goals and extracurricular activities.

The following students will receive the 2021 scholarships that together could total up to \$42,000.

- Martina Braunsroth, daughter of Darrell and Virginia Braunsroth
- Connor Buschini, son of Dominic and step-mother Tiffany Buschini
- Corbin Fix, son of Casey and Tenile Fix
- Ryan Gouldin, son of Shawn and Marie Gouldin
- Elvin Nguyen, son of Phu and Thuy Nguyen
- Shelby Hein, daughter of John and Tracy Hein
- Abby Houk, daughter of Michael and Shelly Houk
- Avere Kahler, daughter of Jeremy and Deanna Kahler
- Keinan Lentell, son of Matt and Kori Lentell
- Cassidy Neff, daughter of Matthew and Chera Neff
- Bach Nguyen, son of Nhat Nguyen and Jennifer Phan
- Lindsey Nguyen, daughter of Dao Nguyen and Kim Dang
- Lars Pedersen, son of Troy and Heather Pedersen
- Logan Petersen, son of Barry and Elisha Petersen
- Lauren Proski, daughter of Greg and Nicole Proski
- Benjamin Ramsey, son of Colby and Amy Ramsey
- Maggie Jo Richter, daughter of Troy Lee Richter and Penny Jean Richter
- Hudson Scherer, son of Matt and Tammi Scherer
- Vincent Vo, son of Truong Andy Vo and Kristina Hays
- Jackson Kyle Warren, son of Shane M. and Lydia E. Warren
- Holly Wilen, daughter of Rick and Lisa Wilen 

View available STCs: www.DuncanAviation.aero/services/engineering/stc-library



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