

A DUNCAN AVIATION PUBLICATION

# Duncan Debrief

Summer 2008



# DUNCAN AVIATION COMPONENT SOLUTIONS

800.228.1836 / 402.475.4125



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ON THE COVER: Components Solutions Warehouse Team Leader Jerry Gregis has spent the last nine years perfecting the art of packaging and shipping delicate materials to customers around the world. He takes his job very seriously, and with hundreds of shipments each week, he has to. Component Solutions' reputation for reliability is due in part to the dedication of Jerry and his team.

## A Note About Jerry Gregis Striving for Shipping Perfection

**J**erry Gregis is Duncan Aviation's Component Solutions Warehouse Team Leader and he is responsible for shipping and receiving the majority of units for Component Solutions. Jerry and his team take their jobs very seriously, because Component Solutions customers depend on them every day.

"Our shipping and receiving department takes great pride in the fact that Duncan Aviation's Component Solutions customers can rely on their component shipments arriving in excellent condition every time. Part of achieving this high standard comes from our outstanding people, as well as the time and effort that Duncan Aviation spends refining our packaging and material handling processes," Jerry says.

"Many of the units we ship are extremely fragile and some of these delicate units require special handling and packing. That's why experience and training are so important when it comes to shipping aviation units," he continues.

Jerry Gregis and his knowledgeable team perform their duties flawlessly hundreds of times each week. At Duncan Aviation Component Solutions, packaging and shipping isn't just another duty or job, it's an important aspect of Duncan Aviation's total quality commitment to customers, and it shows. 🇺🇸



**JERRY GREGIS**

## From the Chairman

We are beginning a new section in our Duncan Debrief. Instead of opening with "Notes from the Chairman," we will use this space to highlight and recognize the efforts of our team members.

While pondering a representative for this Component Solutions edition, I thought of Jerry Gregis. Jerry has longevity with the company, celebrating nine years in 2008. He has a great attitude. And the role he and his team play in the continuing success of the company and the process of customer service is vital. In this Duncan Debrief you will read about our low warranty rates; Jerry, his team and others have a lot to do with those numbers.

I want to thank Jerry and his team for their selfless dedication to customers and his professionalism and leadership in our shipping department. 🇺🇸

- Todd Duncan, *Chairman*



**TODD DUNCAN**

# ONE CALL, SOURCE, 24/7/365

800.228.1836 FOR SOLUTIONS UNLIKE ANY OTHER

In the aviation component world, everyone offers a parts manager, director of maintenance (DOM) or a potential customer something, but savvy operators know the best values come from time-tested processes and experienced people who have the autonomy to work for the benefit of customers.

So what does the term *Complete Component Solutions* mean in that context? Duncan Aviation Component Solutions leverages our experience, training, processes and professionalism to meet customer needs and add value to our services. We've identified three critical things customers need: Experience, Service and People, or what we call (ESP).

### Great experience

The Duncan Aviation Component Solutions team has more aviation experience than any other assembly of people in the industry! That's why ESP starts off with *experience*. Including all Component Solutions areas, there are more than 300 people committed to your needs and success. Many of these people have been with Duncan Aviation for more than 15 years and their training includes factory instruction, academics and, most importantly, solving real problems. No other company has more experienced people.

### Great service

We have eight bullet points that sum up our impressive *services* and they are *all* available 24/7/365 with professional people handling each request. These

component solutions are available every day because our customers expect a risk-free, award-winning reputation for excellence and they expect unparalleled service. ESP makes Duncan Aviation your *one source, one call* for component solutions and gives us the ability to anticipate and deliver services you will need during the life of an aircraft.

A question many operators ask is: What makes a company like Duncan Aviation so comprehensive in its operations and services? The outreach that Duncan Aviation provides to customers is beyond measure. It includes things like a network of more than 20 satellite facilities across the U.S. to be closer to our customers. It includes Rapid Response Teams who are basically on stand-by for operators in need of on-site attention anywhere on the planet. That's not going the extra mile; that's going the extra thousands of miles!

Consider what Duncan Aviation's growing network of satellite locations means to a business aircraft operator. More than 20 of the busiest business airports are covered in our satellite network. If you have problems, there's a good chance we will be on-site to help you. If you are based at one of these locations and need install work, you can save a trip and money by having us take care of it at your location. Keeping the list of shops in your airplane can save numerous headaches during trips.

Or look at the commitment we've made with Rapid Response Teams. No other aviation company will get to you quicker or have nearly as many capabilities, trained technicians or the massive support from Duncan Aviation's primary and satellite facilities. These are great services to provide and they are all available 24/7/365. But the umbrella of protection and services Duncan

## Point of Reference

Duncan Aviation has a succinct reference of eight bulleted points that tell an operator what we can do for them:

- Rotables, Parts, OEM Exchanges & More
- Any Component, Avionics, Instrument or Accessory Repair or Overhaul
- Avionics, Instrument & Accessory Loaners
- Propeller Sales, Service & Solutions
- Free Locator Service
- International Service & Solutions at 1.402.475.4125
- Free Technical Advice & Troubleshooting
- Acquisitions, Consignment Management & Sales

Aviation provides goes far beyond even these services. Many service providers "Have what they have." At Duncan Aviation *comprehensive* service becomes the foresight to anticipate needs, *seeing* outside the box and putting services in place to meet those needs.

### Great people

To complete our ESP acronym; Duncan Aviation has great *people* who are just as committed as the company they serve. People who don't just go the extra thousands of miles to help a customer with engines or AOG airframe work or to be there for them in a satellite facility, but people who literally travel the globe to help customers in need. Consider the case of North Flying in Denmark.


North Flying had sent their GNS-XL unit to Duncan Aviation Component Solutions for repair. On Friday, January 11, Don Heinlein, Component Solutions International Team Leader, received a call from North Flying. They were in urgent need of their GNS-XL unit because they had a trip "pop up" for Sunday morning. If they missed this flight, it was going to cost them \$200,000.

Because commercial carriers could not transport the unit to Denmark to meet the Sunday schedule, Don made arrangements to have Carol Hunt, International Sales Representative, depart Friday night to *hand deliver* the customer's unit. But on Friday afternoon, the unit failed a final function test. Don called North Flying to explain the problem and suggest a rental unit, which would need to be shipped to Lincoln from Honeywell early Saturday morning. North Flying agreed and asked Component Solutions to expedite the unit. An airline connection for Carol was found that would get her to Denmark early Sunday morning, cutting it close.

Saturday, January 12, Carol arrived to pick up the rental unit and 24 hours later she arrived in Copenhagen, Denmark. At 7:30 a.m., Carol handed the rental unit to North Flying and they made their 11 a.m. flight.

Duncan Aviation, Don Heinlein and Carol Hunt provided personalized customer service and the ESP the customer needed. North

Flying knew they could trust Duncan Aviation Component Solutions to solve their problem and keep them flying and on schedule. We leveraged our partnership with Honeywell, juggled airline schedules and sent one of our team members to the customer's doorstep; *we made it happen*. The commitment was genuine and the results clear, Duncan Aviation came through in North Flying's time of need, just like we do every day with thousands of customers just like you.

That's why the eight bullet points we base our commitments on and ESP are so important. They sum up the core of what aircraft operators, parts managers and DOMs need. When the 51-year reputation for excellence that Duncan Aviation brings to a customer is considered, choices become clear. *One source, one call, 24/7/365*; in the aviation world those are very important. But, the *people* who make those things come to life are the most important aspect of *Component Solutions* and ESP. 

# EXCELLENCE IS NOT AN ACCIDENT

*Years ago, Duncan Aviation embarked on a quest that required providing the best and most comprehensive aviation parts and component services in the world. That trek to find the best people, facilities and service culminated into what we call Component Solutions. Component Solutions encompasses avionics/instruments, accessories/propellers, parts/rotables and in-the-field services or satellite facilities all available 24/7/365. These areas, and the philosophy inherent in combining them, involved a massive investment from Duncan Aviation. Equipment/tooling, facilities, training and, most importantly, professional aviation experts are needed to attain the best, all-inclusive aviation services found anywhere.*

**T**housands of people in the aviation industry know about Duncan Aviation's reputation and commitment to their needs. In 2008, we took that commitment to a level unheard of in the industry. The new Component Solutions team is our answer to every aviation part or component need you have. Everything is included, no matter what the need, no matter how large or small the problem; we have the solution.

What makes Component Solutions so different from any other service you've heard of or used before? We believe three things are essential to an aircraft operator in need: Experience, Service and People or what we call ESP. ESP makes the difference day after day for Component Solutions' customers. It encompasses every area, thought and aspect of our new Component Solutions idea. People are the factor most important to ESP. If good, reliable, professional people are in this equation, they acquire the experience customers need and they are happy to provide the exceptional service customers expect.

## **Avionics / Instruments**

Since 1985, Duncan Aviation's avionics and instruments area has won first place in *Professional Pilot* magazine's prestigious PRASE survey. This is no small feat; since inception, no other company has ever won this coveted award! Year after year the readers of this highly acclaimed magazine not only choose Duncan Aviation for avionics and instruments excellence, but for top-rated airframe maintenance excellence as well. There are tangible reasons for this standing in the industry and for what it means to your bottom line as an operator.

Let's examine the avionics and instruments area using some ESP. There are eight service areas that have 10 specialized teams within them (see Avionics & Instruments on page 5).

Each team is loaded with highly experienced people who are intimately familiar with each of the units they work on. There are more than 87 technicians in the shop who are available to speak with customers any time, and the shop itself is the largest independently owned avionics and instru-



*We have the solution, no matter what the need, no matter how large or small the problem. That's why we've been winning awards for the past 23 years.*

ment shop in the world with more than 392 linear feet of avionics and 420 feet of instrument workbenches! The shop is a well-lit, environmentally maintained "clean-room." It is state-of-the-art in every way imaginable. In fact, Duncan Aviation's Avionics and Instrument Shop has test equipment that many OEMs don't even have.

The people who work in this highly advanced facility have a retention rate much higher than other companies. This retention, in addition to a dual inspection system, contributes a great deal to the shop's phenomenally low warranty incident rate of less than 1%. In fact, the average years of service for each technician is more than 14. The number swells to more than 16 when support people are included. That support includes seven Customer Account Representatives (CARs) who help customers with every aspect of their repair or overhaul and four of the most highly respected technical representatives in the aviation industry: Dan Magnus, Curt Campbell, Gerry Schultz

and Larry Troyer. These guys have solved more

problems for more customers than any other aviation technical team in history and they've done most of it at no charge.

This unbelievable level of experience allows the shop to perform AOG turns faster than anyone else and the low warranty rate and remarkable touches (See Remarkable Touches on page 11) provide outstanding value because units last longer and aren't sent back for repair as often. In 2005, the shop was named the first and only Universal Service Center.

The avionics and instruments shop also relies on a world-class shipping department. This is not an ordinary shipping area. Duncan Aviation personnel are highly trained because of the intricacies of packaging and shipping delicate avionics and instruments and can offer FedEx discounts for shipping. Customers routinely inform us about the excellent condition of packages they



receive. It's another contributing factor to the low warranty rates that give us our status in the industry.

It's little wonder that customers who regularly use our avionics and instrument services love us so much and consistently vote us number one in the PRASE survey. Every phase of our service outstrips other shops. Communication is evident and professional: technicians are available to speak with you; CARs guide every step of the process; and Tech Reps are there for you when you need them. Who else offers a customer that type of comprehensive service? Experience, Service and People (ESP) are evident throughout this area and that type of ESP equates into value for customers.

### Satellites

The very name "satellite" conjures up exotic images of spacecraft with multiple

wires and antenna sprouting out of a metallic, cylindrical or spherical framework orbiting Earth. That's not quite the Duncan Aviation definition, but one definition is consistent between both; they excel at communication and bring people together.

For more than 20 years, Duncan Aviation's Satellite Network has been growing and bringing ESP to the hangar doors of many customers. In fact, over that time, Duncan Aviation satellite personnel have performed more than 750,000 individual customer assistance events! That might mean traveling to Gander, Newfoundland, to install an ADC (See Getting Out of Gander on page 13) or ordering an exchange for a customer at their airport location or locating a special pin. Whatever the need, the satellite team is ready to assist.

With nearly 100 technicians, Duncan Aviation satellites provide the same comprehensive component solutions that the main facilities in Lincoln,

Nebraska, can. Operators who are located at airports where Duncan Aviation has a satellite facility often use these small shops for their front-line service needs. They can provide installation services, coordinate any repair, overhaul, exchange, loaner or part needed for any jet, turbine, piston-powered aircraft or helicopter 24/7/365.

Duncan Aviation's Satellite Network has locations at 15 of the 33 busiest business aviation airports in the U.S. See a complete listing with primary phone numbers on page 10.

## Duncan Aviation's Satellite Network has locations at 15 of the 33 busiest business aviation airports in the U.S.

Another special feature of the satellite network is that all the locations are mobile. In fact, Duncan Aviation's Satellite Network is probably your first, best choice to find out the best current options for airborne telephone replacements. Using their Experience, Service and People (ESP) to explore the best

alternatives for your airborne telephone will probably save time, money, frustration and get you the right system for your needs the first time.

The expanding nature of the satellite network means that in the near future, a Duncan Aviation Satellite Shop may be present at your airport. This will aid many additional Duncan Aviation customers in their day-to-day operations. Every satellite is available 24/7/365. We advise customers, pilots and potential customers to keep the listing of satellite shops in their

cockpits; they might just save one of your trips someday.

### Accessories/Propellers

For 30 years, Duncan Aviation's busy Accessory and Propeller Shop has been fulfilling the needs of the aviation community. But that community is not

### Avionics & Instruments Service Areas

- ADF / DME
- NAV / COM
- Indicators
- Radar
- PST
- Calibrations
- Autopilot
- Gyro I and II

### Avionics & Instruments Capabilities

New capabilities are added at a near exponential rate. The most recent additions include:

- Universal FMS/TAWS/DCVR
- King KFC-400 autopilot
- Improved DG-234 turntimes
- Artex ELTs
- NAT audio systems
- Air Data Test Set time slots for calibration
- Honeywell Primus II
- Chelton avionics systems

limited to corporate or individual customers. The shop has close ties with many OEMs, the FAA (with a long-time propeller contract) and the U.S. Military (Navy landing gear contract). As with other areas of Component Solutions, there are tangible reasons for these special relationships and those same reasons secure the loyalty of thousands of corporate and individual customers.

The accessory landing gear area is an approved Challenger, Learjet and Hawker landing gear overhaul facility. Just recently, the shop added free Hawker landing gear loaners to its already impressive list of accomplishments. The Non-Destructive Testing (NDT) area is certified to perform Eddy current, magnetic particle, ultrasonic and dye-penetrant testing. The shop has repaired and overhauled more Learjet stab actuators than anyone else in the industry.

For propellers, Duncan Aviation's excellence extends to both turbo- and piston-powered propellers. We are a

McCauley Black Mac Dealer, Hartzell Top Prop Dealer and a Raisbeck Dealer. Our Propeller Shop employs factory-trained technicians who provide the best overhaul, repair and dynamic balancing in the industry for: All King Air models, Mitsubishi MU-2 and MU-300, Fairchild SA-226 and SA-227, and Aero Commander & Turbo Commander.

Our skilled, factory-trained technicians know the ins and outs of accessories and propellers from their hundreds of years of experience with these disciplines. That's why they're trusted by some fairly demanding organizations. There are more than 53 of these aviation professionals working in one of the most modern shops in the U.S. The shop comprises more than 234 linear feet of workbenches and includes three stab actuator test stands and (thanks to a talented R & D department) several sets of unique test equipment proprietary to Duncan Aviation. All accessory and propeller test equipment is calibrated using NIST certificate traceability.

The quality of work produced by the shop is again evident with an industry-leading less than 1% warranty rate. Super-low warranty rates such as this are possible because of Duncan Aviation's commitment to employee retention (the average years of service for each technician is more than 11 years), remarkable touches, six separate inspections that take place at multiple points during the repair or overhaul process and careful selection of only top candidates for open positions. The shop is supported by four CARs who assist customers with tracking work in process, shipping or any other customer request, and two Tech Reps, one for accessories and one for propellers.

Remarkable touches abound throughout the Accessory and Propeller Shop as technicians are authorized to perform the "extras" that customers often never notice but always receive lasting value from. Over the last few years, the shop has worked closely with OEMs and the FAA to

repair and overhaul units previously thought to be economically unviable with alternative methods that Duncan Aviation experts have developed. This creative use of our ESP philosophy has saved Duncan Aviation customers literally hundreds of thousands of dollars. This process of expanding options for accessory and propeller customers is continuing with notable success.

No accessory or propeller shop in the world can offer a customer faster turntimes than Duncan Aviation. These dedicated professionals work seven days a week to continue moving units through the shop so Duncan Aviation customers can keep flying. And in corporate aviation, everyone knows that less downtime means more productivity. To help keep our customers in the air, accessory personnel are often dispatched to remote locations to help satellite or rapid response teams who receive calls from operators who are AOG. That's one more example of how Duncan Aviation responds to a customer in need.

As with the Avionics and Instruments Shop, the Accessory and Propeller Shop also relies on a world-class shipping department. Duncan Aviation shipping personnel provide custom-made, reusable boxes and crates for uniquely shaped accessories and propellers and are trained to pack these sensitive units with extreme care. Customers should carefully consider packaging and shipping expertise when considering a component service provider. Duncan Aviation can also help customers save money with FedEx discounts.

### Parts, Rotables and Exchanges

Some companies have only recently discovered that customers would rather connect with and speak with people rather than machines. At Duncan Aviation we've known that since inception of the company; it's a philosophy handed

down from our founder, Donald Duncan, more than 51 years ago. ESP tells us that we should always be in-sync with our customers, especially when it comes to parts, rotables and exchanges. When aircraft operators need parts, they don't want to hear excuses or double-talk; they want to speak with a person who has the knowledge and experience to help them. That's why, today more than ever, tens of thousands of FBOs, brokers, mechanics and flight departments of all sizes make Duncan Aviation their first call, which in turn becomes their only call.

Each day, Duncan Aviation satisfies hundreds of part, rotatable and exchange needs throughout the world. The Component Solutions area meets these needs with a team comprised of five domestic and five international part sales representatives and a team of eight rotatable and consignment management people. All these people are available for any part, rotatable or exchange



### Accessory Service Areas & Teams

ESP unveils eight service areas within the accessory area and seven unique teams encompassing them:

- Electronics
- Landing Gear
- Wheels & Brakes
- Electro Mechanical
- Pneumatics
- NDT (all aircraft)
- Hydraulics
- Batteries



need 24/7/365 at 800.228.1836 or 1.402.475.4125 for international service.

This is not a group of recently graduated high school seniors. They have nearly 400 years of combined experience and an average of more than 32 years in the aviation industry. In the Donald Duncan tradition of networking, they have more aviation contacts than any other comparable group in aviation.

## Duncan Aviation's parts & component teams have more aviation contacts than any other comparable group.

ESP views this as highly valuable to a customer looking for a hard-to-find part.

Duncan Aviation has dozens of service agreements, including authorized service center agreements for Challenger, Citation, Falcon, Hawker and Learjet airframes and we have more experience with the Astra/Westwind family than any other company. Duncan Aviation is an authorized sales and factory service center for more than 50 of the top equipment manufacturers, names like Universal, Collins, AlliedSignal / Honeywell, Garmin, Chelton / Wulfsberg and J.E.T/B.F/L3 and distributorships such as Securaplane batteries and MAPCO products. These many agreements give us access to parts and units

that are otherwise difficult to impossible for an individual to find. ESP views these many contracts as vital to the ongoing needs of aircraft operators and Duncan Aviation's growing customer base.


Duncan Aviation's rotatable pool is one of the largest in the world, including dozens of different airframe types, propellers, avionics, landing gear and many other components. This

impressive, multi-million dollar resource adds up to more than \$25 million of components available to customers 24/7/365. Years ago, Duncan Aviation's ESP model told us that rotatables and exchanges would be valuable future tools for flight departments who need to stay on schedule. Our instincts have been correct as more and more operators choose to use rotatables to keep their operations airborne. This in addition to our service center agreements allow us to provide OEM exchanges and rentals at discounted prices. Aircraft operators should also be aware that Duncan Aviation has an insatiable appetite for rotatable and spare inventory acquisi-

tions. If you have spares collecting dust, call us, you'll make money!

400,000 line items, \$100 million worth of total inventory including a massive array of piece parts, rotables and exchanges and consumables of all kinds are only part of the story, however. What about the all-important documentation and internal quality control? The FAA and EASA 8130 tags generated by our top-rated avionics / instruments and accessory / propeller shops are the most coveted in the industry. The value these tags add to a unit

have made many a customer happy over the years. ESP identified this aspect of repair and overhaul as crucial to the effective operation of corporate flight departments.

Our experience, service and people are as varied as the wonderful industry we all serve. The fact is, Duncan Aviation people are pure aviation people; many are pilots or have a long history of aviation interest. What does your ESP tell you about what Duncan Aviation can do for you? It should be alerting you that Duncan Aviation can make your life a little easier by making one simple call to 800.228.1836 to handle all your Component Solutions needs. 

## Satellite Locations

Chicago, IL (MDW) - Line  
773.284.4600

DuPage, IL (DPA) - Work Away  
773.284.4600

Dallas, TX (DAL) - Line & Install  
214.352.3468

Addison, TX (ADS) - Work Away  
214.352.3468

Austin, TX (AUS) - Work Away  
512.530.7050

Ft. Worth, TX (FTW) - Work Away  
817.740.9266

Denver, CO (APA) - Line & Install  
303.649.1790

Broomfield, CO (BJC) - Work Away  
303.410.7053

Ft. Lauderdale, FL (FXE) - Line  
954.771.6007

Houston, TX (HOU) - Line & Install  
713.644.0352

Houston, TX (IAH) - Work Away  
281.821.2689

Las Vegas, NV (LAS) - Line & Install  
702.262.6142

Scottsdale, AZ (SDL) - Line  
480.922.3575

Seattle, WA (BFI) - Line  
206.764.3962

St. Paul, MN (STP) - Line  
651.209.8430

Teterboro, NJ (TEB) - Line & Install  
201.288.1550

Morristown, NJ (MMU) - Work Away  
973.326.1110

Long Island, NY (ISP) - Line  
631.981.1080

Van Nuys, CA (VNY) - Line & Install  
818.902.9961

Burbank, CA (BUR) - Work Away  
818.955.8413

White Plains, NY (HPN) - Line  
914.686.8294



# REMARKABLE TOUCHES

There are many ways to define “remarkable.” In the aviation industry, aircraft operators want a remarkable experience to translate into *value*. Value can never become a physical reality without quality and the desire to rise above “just performing the requirements.” One must do more than

wondered why we have the lowest warranty rates at less than 1%? Industry standards consider less than 5% to be good. How does Duncan Aviation get warranty rates so low? Here are just a few examples.

When Duncan Aviation technicians change the brushes in a starter gener-

replace “suspect” parts to increase the reliability of a repair or overhaul. This often saves a customer the expense of having to send the unit back for another repair that could have been avoided had these “suspect” parts been replaced. These remarkable touches help Duncan Aviation customers keep their costs low

## *Delivering Reliable Components*

Industry standards consider a warranty rate of less than 5% good. Duncan Aviation's warranty rate is less than 1%. How? Duncan Aviation knows how to add value without costing you money.

is required to move into the realm of a remarkable experience. A Duncan Aviation customer is often never aware that a remarkable touch was performed on one of their sealed units because of our industry-leading low warranty rates. That's as seamless and as unknowable as it comes because the end-user has no additional costs or hassles associated with that type of quality. That's Duncan Aviation's style.

We all remember the kids who shoveled snow and mowed lawns. Some were sloppy, careless and left snow and ice on our driveways and crooked lines and un-mowed grass on our lawns. But some were special. They realized early in life that quality processes and doing things right the first time made customers happy and got them repeat business.

At Duncan Aviation Component Solutions, we practice a policy known as “Remarkable Touches.” What does that mean for a customer or for their bottom-line? Duncan Aviation technicians have worked on and seen so many components, they know how to add value without costing you or Duncan Aviation extra money. *Haven't you ever*

ator, they complete a full internal cleaning and brush run-in. *This extends the life of the generator and lowers future maintenance costs.*


Gyro technicians only use OEM specified equipment to overhaul gyroscope rotors. It allows them to accurately simulate actual gyro conditions, instead of just spinning them to check them. When the gyro goes back together, the air is vacuumed out and the gyro is then recharged with nitrogen. *Not all shops do this, but it is the right way, the remarkable touch way, and it extends the life of the gyro.*

Piece parts that follow “industry standards” are a cheap solution to repairing units, but OEM parts adhere to strict tolerances and are insisted on by Duncan Aviation. These higher quality parts are far better at keeping you from a warranty situation and sending the unit back for repair for more frustration and additional money.

Experienced technicians who are specialists in their fields know how to turn units faster, and with their historical expertise they also know which parts are “suspect.” Duncan Aviation technicians have the autonomy to

and are primary reasons Duncan Aviation enjoys its industry stature.

There are literally thousands of “Remarkable Touches” performed by Duncan Aviation technicians every day. Things like reconditioning landing gear loaded with corrosion and then resealing the gear with corrosion protection in areas other companies never think about or don't wish to invest in further. The result is a gear that will perform better, last longer and be easier to overhaul the next time. A Duncan Aviation customer saves money because it will last longer, resulting in less downtime, less labor, less shipping, no exchange fees, no loaner or recertification fees, etc., all because Duncan Aviation took the time and effort to make the component more reliable, *a remarkable touch!*

Because of “Remarkable Touches,” value becomes a remarkable reality that Duncan Aviation customers count on and enjoy every day. When you get tired of overhauls and repairs that leave you less than thrilled, think about all the “Remarkable Touches” Duncan Aviation technicians perform as a matter of pride in workmanship and customer courtesy. All done just to give you added value. 



# GETTING OUT OF GANDER (NEWFOUNDLAND)

## Strategic Satellite Locations Make The Difference

AOG in another country nearly 1,500 miles from home at an airport with no corporate services and a critical flight scheduled in two days, KeyCorp's Director of Maintenance, Bill Herman, made one phone call and used some ESP to get out of his jam—and out of Gander, Newfoundland.


Duncan Aviation's satellite network was developed more than 20 years ago to bring Duncan Aviation's top-rated avionics and instrument services closer to customers across America and solve problems where they occur, in the field. Since those early days, the concept has expanded well beyond simple avionics line services. Today, satellite shops provide sales, service and warranty for most major manufacturers and OEMs. They are experts at troubleshooting system problems, performing repairs and installations. Satellites have complete access to Duncan Aviation's STCs, loaners and can even coordinate any accessory or propeller repair or overhaul. The network is supported by engineers and Tech Reps from Lincoln, Nebraska, and Battle Creek, Michigan.

For an aircraft operator, Duncan Aviation's Experience, Service and expert People (ESP) are all great things to have close access to. But who do you call and what do you do when you're returning to Cleveland, Ohio, on Saturday after a trip to Europe and your air data computer (ADC) fails after a stop-over in Gander, Newfoundland, with an important flight looming on Monday? Customers who use their own ESP know who to call and what type of help will follow.

KeyCorp Aviation's flight crew and executives are well aware of what happens when an ADC fails after your airplane fuels in Gander. Gander is a small town that has a population of approximately 10,000. It does have an international airport, but with few corporate aircraft based there, Gander has virtually no support services for business aircraft, especially Falcon 2000s. KeyCorp's Director of Maintenance, Bill Herman, called Duncan Aviation's Battle Creek, Michigan, facility for help. Battle Creek contacted Brian Ray at Duncan Aviation's Morristown, New Jersey, satellite facility. Brian got a hold of Bill Herman to let him know he was on his way to St. John's (Newfoundland's Provincial Capital).

Brian met Bill Herman Sunday morning for a breakfast briefing about KeyCorp's situation. Shortly afterward, they departed St. John's for the short flight to Gander. Fortunately, the Gander Airport had a heavy equipment maintenance "garage" where KeyCorp's Falcon was allowed to nest out of the elements. This made the ADC replacement easier to accomplish. By Sunday afternoon, the new ADC was installed and everything was ready for the flight to Cleveland. Brian made his arrangements to get back to Morristown through Cleveland in-flight. KeyCorp executives made their important Monday flight and everything was back to normal.

*One call and a little ESP was all it took.* That request for help threw Duncan Aviation professionals into action and KeyCorp's problem soon became only a minor annoyance. This is the type of split-second service Duncan Aviation customers have come to expect in the last 51+ years. Since the days of Donald Duncan, no other aviation company has consistently stood by customers in need, no matter the circumstance, like Duncan Aviation. Satellite facilities that are always ready to help are one of the reasons Duncan Aviation has a lengthy list of long-time customers.

There are thousands of stories like this when a Duncan Aviation satellite shop made the critical difference to a customer, drop-in or just someone in the aviation brotherhood in need. Innovation, fast service and the ability and autonomy to move quickly in serious situations is what sophisticated aircraft operators look for in the 21st century. Using ESP, Duncan Aviation's satellite network was already aware of those factors in the 20th century, and we will continue to perfect these services in the future. See a complete listing of our satellite locations on page 10. 

*Combining industry expertise with strategic locations, Duncan Aviation has refined its avionics and instruments services into a finely tuned, neural network of satellite operations.*



How many times have you heard: "Sorry, we don't have it"? Duncan Aviation has spent the past 51 years building an extensive network of contacts, which allows us to partner with frantic operators to find solutions for their problems.

# A RELIABLE PARTS PARTNER

## SOLUTIONS ANYTIME, ANYWHERE

The aviation world is a big place. It's easy to get lost in the day-to-day shuffle. At Duncan Aviation Component Solutions, we only have one motto: *We keep you flying.* It's the passion of Duncan Aviation professionals and part of the history of this company. And to accomplish this simple vision we rely on one premise, *we never say "No!"* If we don't have it, we'll find it!

Duncan Aviation Component Solutions has a massive inventory of parts, rotables and exchanges for aircraft ranging from Gulfstreams to Jetstars (with only three Jetstars left, they demonstrate our commitment to any customer). Gulfstream is a good example of our commitment to the industry. In the last few years, Duncan Aviation has added so much Gulfstream inventory, a full-time inventory manager

was needed. Vince Cruickshank now oversees a growing pool of more than 400 Gulfstream rotables, more than 1,600 line items, a huge inventory of piece parts and the authority to grow into one of the largest Gulfstream inventories in the world, outside of the OEM.

Why have Vince and other inventory managers at Duncan Aviation been so successful? *Because they help customers in need.* They use our Experience, Service and some exceptional People (ESP) to make things happen for their customers. How many times have you heard: "Sorry, we don't have it," and that's the end of the conversation? At Duncan Aviation Component Solutions, we partner with frantic operators to find solutions that fulfill needs. We dig through an immense list of worldwide contacts to find particular solutions to our

customers' problems. The reason we can offer this assistance when many others can't is because of the extensive network of contacts we've built over 51 years in the aviation industry.

*So why do so many directors of maintenance use Component Solutions for their aviation material needs?* Duncan Aviation technicians are the best in the industry and have won dozens of awards over the years. They have a commitment to their aviation discipline that is unparalleled in the industry. That's why a Duncan Aviation tagged unit is special and worth more.

24/7/365 service—we're available on your schedule. From Singapore to New York, we'll be here for you. Our inventory is competitively priced and checked against the aviation marketplace regularly. Duncan Aviation is proud to be an FAA-approved repair

and overhaul facility and we follow all FAA guidelines.


Our shipping and receiving personnel are trained on how to pack sensitive units and they know how to "work late" and make sure you get what you need, when you need it.

Duncan Aviation has a 51-year reputation for excellence in all fields of aviation that is known worldwide.

Those are some great reasons for doing business with us, but it goes far deeper than that. Duncan Aviation Component Solutions routinely works with our competition and partners with OEMs through our many service agreements to keep you flying. That's a unique Duncan Aviation passion that encompasses past, present and future generations of our people, the passion to keep you flying!

Gulfstream, Astra / Westwind, Citation, Challenger, Falcon, Hawker, Learjet, King

Air and yes, even Jetstars, along with most turbo-prop and piston-powered aircraft are part of the Duncan Aviation Component Solutions family. Our large and constantly growing rotatable and exchange pool (more than \$25 million) is never farther than your telephone. And with a primary inventory of more than 400,000 line items, we'll usually be able to handle your needs from stock.

As an added benefit to operators who have recently sold and/or changed aircraft types, Duncan Aviation Component Solutions offers a robust consignment program designed to help you turn unused or unwanted parts and rotatables into cash. We partner with you to help sell these valuable units. And in this partnership, all you do is sit back and cash checks; we do all the rest. Call 800.228.1836 for all of your parts and components needs. 

## COMPONENT SOLUTIONS CONSIGNMENT PROGRAM

1. There are no up-front costs other than freight charges getting your parts to our warehouse.
2. Component Solutions will inspect your parts for proper nomenclature, part/serial number and condition prior to entry into our system.
3. Component Solutions will price your parts to be competitive in the open market. Typically, this is list price less one-half the traditional dealer discount.

4. Component Solutions provides insurance against physical loss of parts due to fire, theft, etc. The accounting firm of Lutz & Company performs an annual inventory audit.
5. Component Solutions is responsible for all administrative functions including packaging, shipping, accounting, billing, credit and collection.
6. Component Solutions handles all advertising, direct mail and electronic listings including the Internet, ILS, and Partsbase.

7. Component Solutions deducts a 15% administration fee from the net selling price of the parts sold, then equally splits the remainder with the consignor.
8. Consignors may recall a part at any time for only the administration fee.
9. Component Solutions supplies quarterly reports and checks for your parts that have been sold.

*Consignment Example:*

Selling price of part	\$100.00
Administrative fee	- \$ 15.00
Subtotal	\$ 85.00
Split equally	x 50%
Paid to you	\$ 42.50

# INTERNATIONAL SOLUTIONS 24/7/365

CALL 1.402.475.4125

International aircraft operators purchase the vast majority of their parts and components from companies in the United States. Today, with the U.S. dollar plummeting and exchange rates going their way, a growing number of international aviation customers are looking to find the best U.S. partner to help handle their needs.

There are many criteria for understanding who might be best to work with. For instance, international shipping can be extremely tricky and risky when one wades through the vast sea of regulations for the hundreds of countries involved. Because regulations are so complicated, many U.S. aviation companies don't even bother with international customers. They handle small international transactions through third

parties. This ultimately costs international customers much more money if for no other reason than shipments are not consolidated. Fortunately, thousands of international customers have discovered a huge difference by using Duncan Aviation Component Solutions to handle their U.S. purchases.


Regulations, shipping and exchange rates are all important factors to consider when selecting a partner who suits a company's individual needs. *Duncan Aviation has always believed that what international customers need most is a proficient business relationship with a highly experienced team of aviation professionals who are experts at handling the many intricacies of international transactions.*

Duncan Aviation Component Solutions has an international team of five people who are skilled at cutting through the regulatory "red tape" of governmental agencies, providing the information necessary to expedite any international shipment. This team has excellent connections with all the top international shipping companies and together they work to ensure items arrive when they need to and in the same condition as when they were sent. Although Duncan Aviation can't do anything

about exchange rates, they certainly do favor international customers doing business in the U.S. Exchange rates with Euros, British Pounds, Brazilian Reals, Australian Dollars, Canadian Dollars, Mexican Pesos, Russian Rubles, Japanese Yen or just about any currency you can imagine have all strengthened against the U.S. Dollar in the last year. This can save untold amounts of money for an international customer.

Another important aspect for international customers is freight consolidation. Consolidating shipments can save thousands of dollars in shipping. Duncan Aviation Component Solutions understands this important phase of an international transaction. We routinely consolidate shipments at our facility in Lincoln, Nebraska, often bringing in items outside the realm of aviation from other U.S. vendors to help our customers save money. If you are dealing with a company who does not understand freight consolidation, you are wasting money and should reconsider your options. In fact, Duncan Aviation customers frequently become part of Duncan Aviation's network of aviation parts suppliers and we often act as a third party to put buyers and sellers together. Being in the

Duncan Aviation Component Solutions network can be extremely beneficial in many ways.

In the final analysis, international customers need to know that the company they select to help them has the expertise and the intelligence to navigate the difficult arena of international shipping and governmental and OEM regulations; they want a team who can smooth out the details and handle the entire scope of a deal. Maybe that's why Duncan Aviation Component Solutions currently has 2,125 active international customers, one of the largest and growing international customer databases in the aviation industry. Duncan Aviation's International team of parts and components experts can tame even the roughest waters of an international deal and do it while the customer tends to other business. 

## Questions & Answers

### Do you accept credit cards?

Yes. Duncan Aviation Component Solutions accepts all major credit cards except Diners Club. There is a processing fee for amounts above \$10,000; this fee varies according to the card used.

### What sort of certification do you provide?

All units that are repaired or overhauled in-house come with a Duncan Aviation signed 8130-3 with a dual release. Units repaired or overhauled by outside vendors, usually have dual release tags. Piece parts will have the manufacturer certificate of conformance. Export 8130-3 tags are available for qualifying items. Duncan Aviation maintains an on-staff DAR for 8130-3 and EASA compliance.

### Can I consolidate my orders?

Yes. We consolidate orders because the cost of shipping internationally is extremely expensive. Consolidation can save hundreds of dollars per shipment. Duncan Aviation can ship your order via any of the major carriers, the choice is yours.

### Who do I contact for other questions?

Call 1.402.475.4125 for answers to all your questions.

Duncan Aviation's experience spans the entire globe. Businesses from many nations rely on the speed and dependability of Duncan Aviation's Component Solutions.

# SMALL SHOP SUPPORT

## Stress Relief for Small FBOs


In the United States there are literally thousands of small FBOs who provide fuel, minor service and parts support for tens of thousands of aircraft operators every day. They cater to this large airplane community at smaller airports by supplying the “front-line” of defense when these operators are in need. Smaller FBOs are often asked to find parts or aviation services that they don’t or can’t offer in order to keep their customers flying.

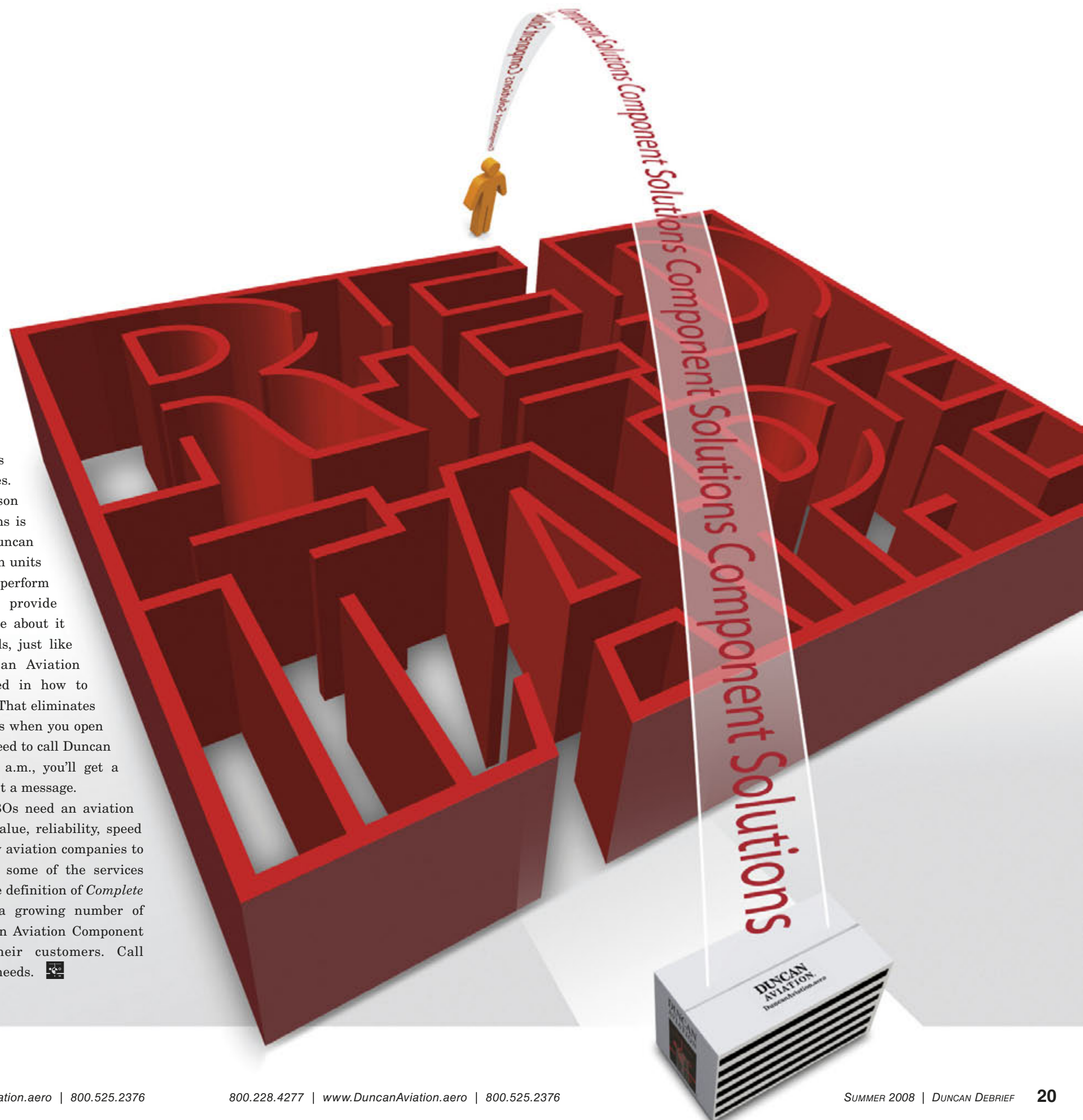
It is a daunting task requiring knowledge, partnership and trust. What is not generally known is that smaller FBOs rely on the support of companies like Duncan Aviation to maintain support for their smaller aviation customers.

These smaller FBOs have unique needs that require having a reliable aviation partner who has Experience, Service and People (ESP) and who can be trusted to perform with near perfection every time the need arises. The last thing these FBOs need is a warranty or liability issue. That’s why so many depend on the “Remarkable Touches” Duncan Aviation Component Solutions delivers. These FBOs send Duncan Aviation all manner of avionics, instruments, accessories and propellers to be repaired and overhauled. With warranty rates of less than 1%, their first choice and first call is to Duncan Aviation because they don’t want to burden their customers with a “send-back” for warranty. They can’t afford to inconvenience customers. And it is no different when it comes to procuring parts. They need a partner who will find that *particular* part or fulfill a *specific* need to keep their customer in the air.

Reliability and tenacious parts procurement is only part of a larger story for these extraordinary “front-line” FBOs. Their

customers are no different from large corporate operators when it comes to downtime; they don’t like it! They want parts quickly and repairs and overhauls with minimal turntimes. Timeliness becomes another reason Duncan Aviation Component Solutions is their first choice and first call. Duncan Aviation technicians know how to turn units quickly, repair them properly and perform those “Remarkable Touches” that provide outstanding value. They’re passionate about it because they’re aviation professionals, just like the people they serve. And Duncan Aviation shipping personnel are also trained in how to properly package units for shipment. That eliminates a lot of returns and a lot of headaches when you open your package! And in the event you need to call Duncan Aviation Component Solutions at 3 a.m., you’ll get a person on the other end of the line, not a message.

In short, these special smaller FBOs need an aviation partner they can trust to provide value, reliability, speed and 24/7/365 service. There are many aviation companies to choose from and many will supply some of the services needed, but only one company fits the definition of *Complete Component Solutions*. That’s why a growing number of smaller FBOs are turning to Duncan Aviation Component Solutions to help them help their customers. Call 800.228.1836 for all of your support needs. 



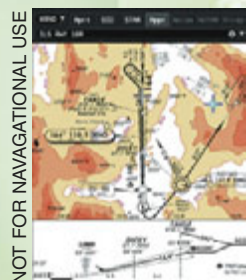
# Duncan 411

NEWS & TECH UPDATES

n. (duncan aviation): the largest, 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 and that may affect you or your aircraft.

## The Glass Box Project AN INDUSTRY STANDARD



### RECENT ADDITIONS:

- Honeywell Advanced File Graphics Server upgrade for the Primus Epic CDS/R
- Pro Line 4 to 21 upgrades for the Falcon 50EX, Falcon 2000 and Falcon 2000EX
- Honeywell Primus Epic CDS/R for the Challenger 601-3A
- Universal EFI-890 for the Challenger 601

A complete profile of all Glass Box Project offerings can be found at [www.DuncanAviation.aero/gbp](http://www.DuncanAviation.aero/gbp)

Starting with one Falcon 50 in 1998 and building significant steam over 10 years, the vision of Duncan Aviation’s Glass Box Project has lead the industry to a new standard: investing in your aircraft in lieu of buying new. It is now accepted that investing 5-10% of the aircraft value into new systems is a wise choice. So much so that FlightSafety has a new Falcon 50 Pro Line 21 simulator—a response to the fact that a significant portion of the Falcon 50 market has gone “glass”.

Gary Harpster, one of Duncan Aviation’s Glass Box specialists, explains the logic behind such an investment, “For example, a Falcon 900 owner might have between \$18 and \$20 million invested in his aircraft, and the airplane’s main systems were designed nearly 30 years ago. The weakest link on that airplane is the dated avionics display technology in the cockpit. The aircraft’s desirable performance and cabin capabil-

ities still meet all the mission profiles the customer has. With a Honeywell Epic CDS/R retrofit, available for less than five percent of the value of the aircraft, the owner gets a completely new cockpit from the display perspective. The CDS/R system changes out the symbol generators and puts four 8x10” large Liquid Crystal Displays (LCDs) in front of the crew that are linked to two optional file graphics servers.”

Safety is one of the primary concerns driving the glass retrofit market. As more aircraft are operating in the same

n. (glass box): duncan aviation’s term for high-resolution integrated, Liquid Crystal Display (LCD) technology.

airspace, pilots and owners are recognizing the safety benefits of large-format displays for the crew. It is important that pilots can quickly identify any traffic that may cause a problem. Instead of looking at the Traffic Alert and Collision Avoidance System (TCAS) on a small screen with a three-inch display,

the new standard is seeing all of the information on an 8x10” multifunction display (MFD).

Although Duncan Aviation is not the only company providing these cockpit retrofits, we can certainly claim the most retrofits in number and variety. Since the Glass Box Project’s inception, Duncan Aviation has completed 36 Glass Box retrofits, with 18 more scheduled so far for 2008.

## DUNCAN AVIATION RELEASES SATCOM & HSD STRAIGHT TALK BOOK, ONLINE TOOL

Duncan Aviation brings its extensive avionics experience to a new book in its popular *Straight Talk* series: *Straight Talk about Satcom & HSD*. Available online and in print, the book provides insight into the complex aircraft communication and data

market including satellite communications and high-speed data.

In addition to the book, Duncan Aviation has developed an online planning tool to help operators select the best Satcom and High-Speed Data options for their aircraft. By making

just a few clicks, you can view and print a customized list of communication upgrades available for your aircraft. And, if you take a few extra minutes to fill out a short survey, one of our avionics experts will give you all of the

( Continued on page 23 )


## DUNCAN AVIATION COMPLETES FIRST SWIFTBROADBAND INSTALLATION IN A CHALLENGER 601-3R



first Challenger 601s to be upgraded with true Inmarsat SwiftBroadband capability. The installation allows passengers

Duncan Aviation recently completed installation of the EMS eNfusion HSD-400 SatCom in a Bombardier Challenger 601-3R. This installation provides one of the

to use their personal wi-fi devices, including notebook computers, BlackBerry devices, iPhones and other popular data communications tools, in the cabin during flight.

This system utilizes Inmarsat's new SwiftBroadband system, providing two separate channels for a high-speed airborne internet connection. The installation included the EMS CNX-200 accelerator, new EMS AMT-50 high gain antenna and EMS high performance tail-mounted radome. When installed, passengers will experience data transfer rates up to five times faster than most other systems, giving them DSL-like speeds. 


## DUNCAN AVIATION PREPARES TO BEGIN WORK ON THE FIRST-EVER FALCON<sup>e</sup> 2000

Duncan Aviation is preparing to begin work on its first Falcon<sup>e</sup> 2000 as the company plans and prepares to install and certify the Rockwell Collins Pro Line 21 avionics system in the cockpit of a Falcon 2000. Duncan Aviation and Rockwell Collins are developing a Supplemental Type Certificate (STC) that makes it possible to retrofit Rockwell Collins Pro Line 4 CRT EFIS-equipped aircraft with Rockwell Collins Pro Line 21 Flat-Panel LCD systems. The installation includes a dual Integrated Flight Information System (IFIS) that enables the operator to display electronic charts, real-time broadcast graphic weather, enhanced maps and provides a growth path for future technologies.

This latest in a series of STC developments between

n. <sup>e</sup>): an aircraft distinguished by having high-value solutions completed with the highest possible workmanship to hold market value in the industry.

Duncan Aviation and Rockwell Collins will focus on the Falcon 2000 and 50EX business jet airframes. These aircraft were originally manufactured with the Rockwell Collins Pro Line 4 CRT EFIS-display systems.

The “<sup>e</sup>” in the Falcon<sup>e</sup> 2000 retrofit stands for “Enhancements by Duncan Aviation,” a program that Duncan Aviation began in 2006. Enhancements by Duncan Aviation bundles high-value solutions like Glass Box Project installations and interior completions packages on model-specific aircraft and “brands” those aircraft as Enhanced by Duncan Aviation. This provides a designation that the work was completed at the highest possible quality and will hold market value. 

( **Straight Talk continued** ) information you need to help you make the best choice for an immediate upgrade or guide you on what you might consider in the future.

The entire *Straight Talk* lineup, including the new book, the online tool

and previous publications, can be found at [www.DuncanAviation.aero/straighttalk](http://www.DuncanAviation.aero/straighttalk). As always, the information is free.


In addition, Duncan Aviation plans to expand the *Straight Talk* concept, bringing resident experts online to regularly shed light and provide


updates on topics ranging from Satcom to Liquid Crystal Display retrofits, to Wide Area Augmentation System (WAAS) and many other hot issues in the industry. To make this most useful to those working in business aviation, we want to hear from you.

## DUNCAN INTELLIGENCE: AN INDUSTRY FAVORITE

Read by nearly 20,000 industry professionals quarterly, the *Duncan Intelligence* newsletters have been a respected source of technical information for 11 years. With articles written by Duncan Aviation Tech Reps, they are packed with tips that can't be found in any other publication. Just a few technical subjects covered in recent editions are:

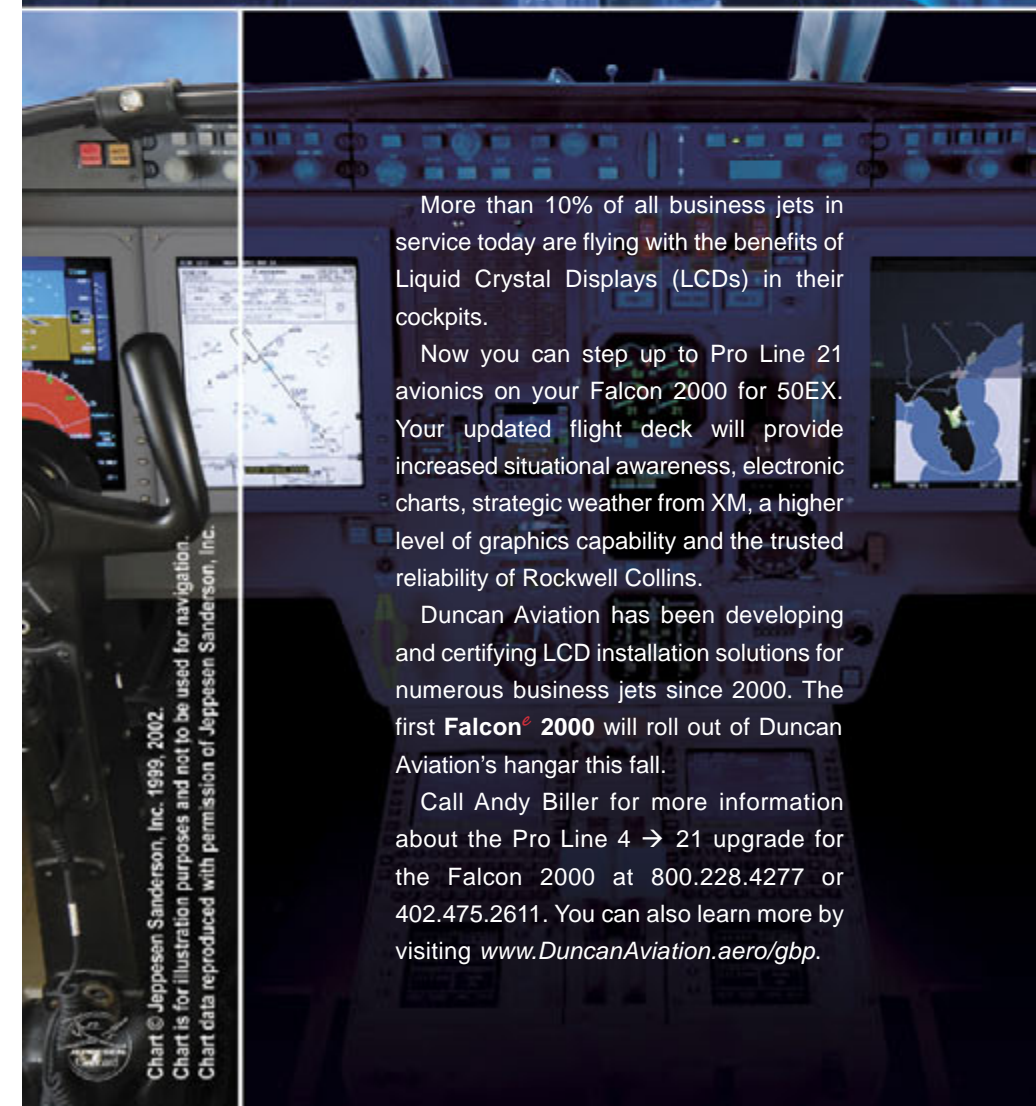
- PW545A and PW545B Engine Troubleshooting
- Proper Use of MELs
- GIV Rudder Trip Variance
- Thrust Reverser Maintenance Tips
- Falcon 50 Lateral Engine Mount Chafing

Don't miss the next edition! They are free and it is easy to subscribe. Simply visit [www.DuncanAviation.aero/publications](http://www.DuncanAviation.aero/publications) or e-mail the Intelligence staff at [Intelligence@DuncanAviation.com](mailto:Intelligence@DuncanAviation.com) for more information. 

What do you want to know more about? What information would help you be even more successful? Send us your ideas or contact our avionics experts through the *Straight Talk* web page at [www.DuncanAviation.aero/straighttalk](http://www.DuncanAviation.aero/straighttalk). 



## THE ULTIMATE RETROFIT EXPERIENCE WITH DUNCAN AVIATIONS GLASS BOX PROJECT



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 2000 for 50EX. Your updated flight deck will provide increased situational awareness, electronic charts, strategic weather from XM, a higher level of graphics capability and the trusted reliability of Rockwell Collins.

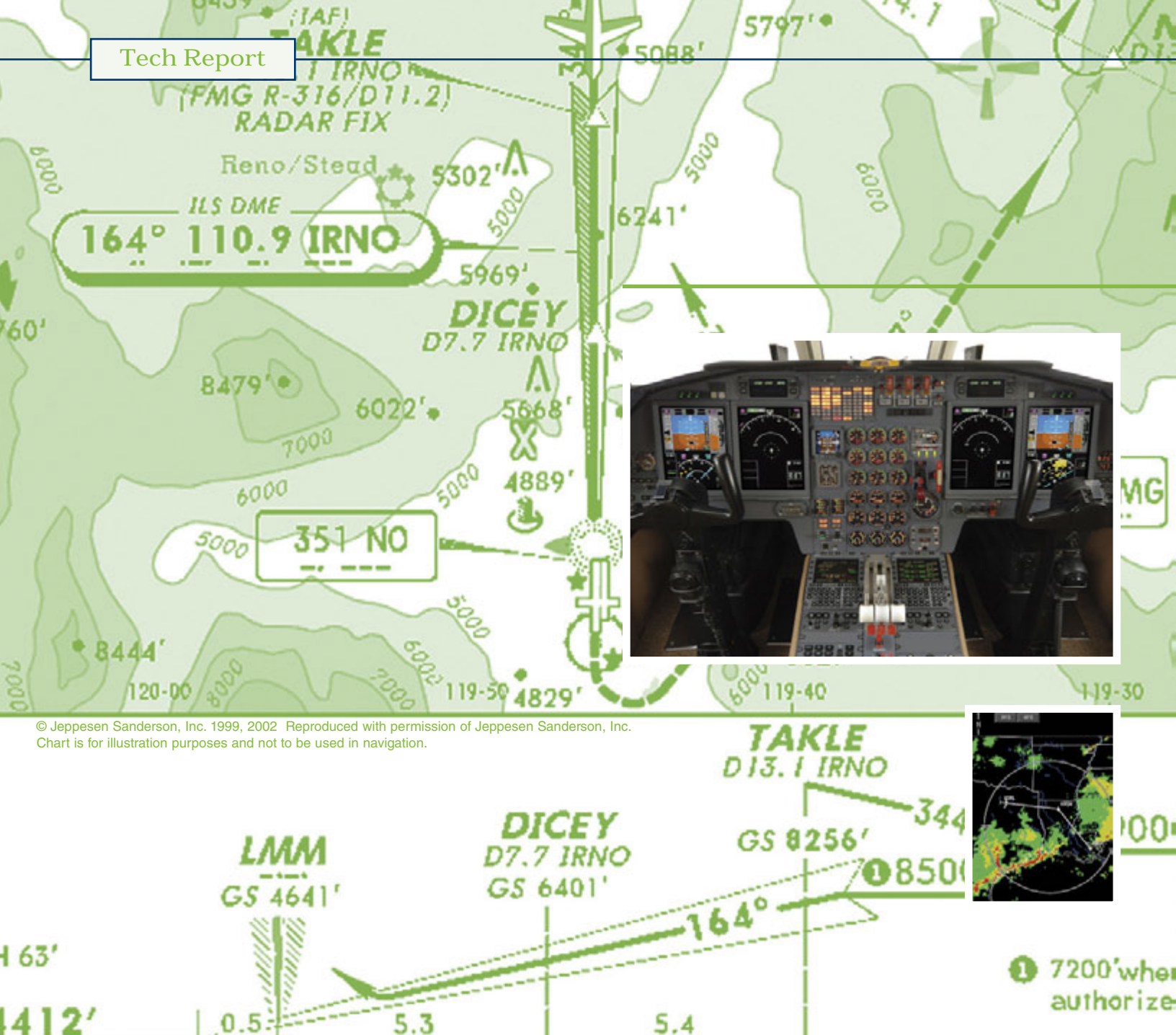
Duncan Aviation has been developing and certifying LCD installation solutions for numerous business jets since 2000. The first **Falcon<sup>e</sup> 2000** will roll out of Duncan Aviation's hangar this fall.

Call Andy Biller for more information about the Pro Line 4 → 21 upgrade for the Falcon 2000 at 800.228.4277 or 402.475.2611. You can also learn more by visiting [www.DuncanAviation.aero/gbp](http://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.

# First-Ever Honeywell AFGS

## Falcon 900B Upgrade Complete



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Duncan Aviation recently added to its extensive Glass Box Project lineup with the installation and certification of the Honeywell Advanced File Graphics Server (AFGS) upgrade in a Falcon 900B. The AFGS is a computing platform bringing advanced graphics generation capabilities, such as electronic charts and uplinked weather, together with mass data storage to allow for the operation of flight display applications.

Duncan Aviation had recently equipped this Falcon 900B with Honeywell's Primus Epic CDS/R solution, a 4-display major panel retrofit. This aircraft is one of 14 CDS/R installations Duncan Aviation has recently completed or plans to complete this year. Duncan Aviation has installed the system in the following aircraft models: Hawker 800A, Hawker 1000, Gulfstream GIII and Falcon 900B. Duncan Aviation also plans to complete the CDS/R installation with the AFGS upgrade in a Challenger 601-3A this year.

"Through an unprecedented amount of teamwork between Honeywell and Duncan Aviation, the Glass Box program for the Falcon 900B is fully realized with the addition of Advanced File Graphics Servers," says Gary Harpster,

Avionics Sales Representative for Duncan Aviation. "Pilots and owners are now able to see the benefits of Jeppesen Charts that depict the aircraft position on the Primary Flight Displays. Duncan Aviation's Glass Box Project has installed this system in over 10% of the domestic fleet of Falcon 900s

and we expect that number to grow rapidly—our customers can't wait to get these capabilities on their panels."

The AFGS interprets complex symbology commands based upon stored databases and generates a vivid pictorial display of the data for the flight crew. The AFGS generates

acron. (AFGS): a computing platform with advanced graphics capabilities and mass data storage for flight display applications.

custom graphics and performs high-speed processing and high-capacity data storage as necessary to support the display of electronic charts and maps and uplinked weather information. The server enables the display of approach charts, terminal maps, Standard Instrument Departure (SIDs) charts, Standard Terminal Arrival (STARs) charts and the map application. The map feature provides a moving map on which uplink weather data is displayed. The AFGS applications are controlled by drop-down menu selections shown on the DU-1080 and controlled by the MC-800 multifunction controller.



Gary Harpster, Duncan Aviation Avionics Sales Rep., was recently named AEA Member of the Year.

### GARY HARPSTER NAMED AIRCRAFT ELECTRONICS ASSOCIATION'S MEMBER OF THE YEAR

Gary Harpster of Duncan Aviation was named the 2008 Aircraft Electronics

Association (AEA) Member of the Year during the AEA International Convention & Trade Show in Washington, D.C. The award process begins with a nominating committee assembling a list of individuals who have gone above and beyond in their efforts to promote the general aviation community and are actively involved in the affairs of the AEA. Once the list is assembled, it is sent to the full AEA membership for a vote—which means the winners of the award truly are being

recognized for their service and participation in the industry and the Association.

Gary is well-known throughout the industry and the AEA membership. Gary's career began in the U.S. Navy as a Seabee. Following his service in the Navy, Gary attended Iowa Western University, where he received a degree in electronics technology.

"I grew up less than two miles from the Omaha airport in Nebraska, so I was always fascinated by the different

types of airplanes that flew over our house," Gary said. "When I was 20 years old and stationed in Puerto Rico with the Navy, I traded flying lessons for scuba diving lessons to a local instructor who was teaching on the base."

Gary flew for Omaha Air Supply for two years before landing a job at Sky Harbor in Omaha, Neb., as manager of their Avionics Shop. In 1985, he joined Duncan Aviation and helped set up satellite shops in Houston, Texas, and

Cleveland, Ohio. He then became an Avionics Tech Rep; his current position is in Avionics Sales.

"When Cockpit Voice Recorders became mandatory, I transferred to avionics sales in Lincoln, Neb., and I've been in that capacity ever since," he said.

Gary holds a private pilot's license and a commercial pilot's license. He has been an AEA board member since 2005, and he serves on the AEA Trusteeship Committee.



## BATTLE CREEK GAINS ASF FOR THE CHALLENGER 300

Bombardier Inc. recently named Duncan Aviation–Battle Creek, located in Michigan, as an Authorized Service Facility (ASF) for the Challenger 300 aircraft. Duncan Aviation joins the worldwide network of 18 Bombardier Challenger 300 ASFs in providing warranty work, engine, airframe inspections and repairs, service bulletin installations, “smart services” administration, and avionics updating and troubleshooting for the Challenger fleet. The facility was named a Challenger 604 ASF in 2005 and continues to support Challenger 600 and 601 models.

“We are pleased that as an independent, family-owned service provider, Bombardier recognizes Battle Creek as a

natural fit to provide services for their expanded product line,” said Aaron Hilkemann, President of Duncan Aviation. “Duncan Aviation’s half-century relationship with the Bombardier line,

beginning with Bill Lear as an original Learjet dealer, continues to grow as we add the Challenger 300 to our long list of factory authorizations.”

“Battle Creek has been providing services for Challenger aircraft operators for years,” said John Biever, Vice President of Aircraft Services with Duncan Aviation. “Expanding our services,

maintenance and customer support to include warranty work for Challenger 300 operators, adds to the experience and better meets the needs of all Challenger 300 aircraft operators.”

n. (authorized): authority to provide warranty work, engine, airframe inspections, “smart service” administration, avionics updating and troubleshooting.

## TAKING ADVANTAGE OF THE ECONOMIC STIMULUS ACT

The Economic Stimulus Act of 2008 includes provisions that may benefit companies that purchase aircraft or upgrade existing aircraft with new equipment through accelerated depreciation. This Act increases the potential first-year depreciation deduction from 20% to 60%.

In order to qualify, the property must generally be acquired by the Taxpayer after December 31, 2007, and prior to January 1, 2009. One important caveat: this only applies if no written binding contract for the acquisition was in effect prior to January 1, 2008.

“This accelerated depreciation benefit adds heat to an already active avionics and interior market,” says John Slieter, Vice President of Sales. “We encourage clients to book early for planned work to secure schedules and take advantage of significant tax savings.”

Aircraft owners who acquire new avionics equipment for their used aircraft in 2008 in the amount of \$1 million, a 50% bonus depreciation may be available plus 20% of the remaining depreciation, resulting in a total first-year depreciation amount of \$600,000. Owners should always consult a tax consultant for guidance concerning this benefit.

## CHOOSE THE PATH WELL-TRAVELED.

**RENE CARDONA**  
3 languages spoken  
28 years in aviation  
280+ resale transactions in  
10+ countries



### The aircraft resale market has gone global.

Whether you are buying or selling your first aircraft, upgrading or adding to a fleet, the transaction could cross borders. No matter where you are or where your aircraft is, Rene Cardona and Duncan Aviation’s Aircraft Sales & Acquisitions can provide unparalleled service that speaks your language.

Rene.Cardona@DuncanAviation.com  
www.DuncanAviation.aero  
800.228.4277

## Aircraft Listings

Our inventory is always changing. Visit [www.DuncanAviation.aero](http://www.DuncanAviation.aero) for more information on our current aircraft listings.



2001 Citation Excel, SN 560-5151



2001 Learjet 60, SN 222



1999 Falcon 2000, SN 073



1989 Falcon 50, SN 192



1988 Challenger 601-3A, SN 5016



# DUNCAN AVIATION COMPONENT SOLUTIONS

Duncan Aviation has the component solutions customers expect from an award-winning team of aviation professionals who provide instant service **24/7/365** 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
- Free Locator Service
- International Service and Solutions at 1.402.475.4125
- 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!



Whenever or whatever your need, we have the **SOLUTION!**  
[www.DuncanAviation.aero](http://www.DuncanAviation.aero)

