

Duncan Debrief

A PUBLICATION OF DUNCAN AVIATION

Summer 2011





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www.DuncanAviation.aero
Summer 2011
Duncan Debrief, a quarterly
customer magazine.



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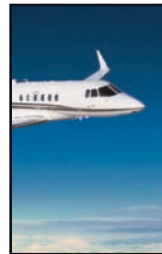
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from the chairman

Todd Duncan

Unlike many companies, Duncan Aviation is a company that embraces change. We continually use appreciative inquiry methods. We ask ourselves and our customers how and where we can do better. We anticipate what our customers' future needs will be. We evaluate every project we complete. Then we look for trends, tweak our processes and explore the addition of new capabilities.

Some of the examples of change you will see in this issue of the *Duncan Debrief* include the formation and growth of our international parts team, which has evolved in recent years to provide customers worldwide with real-time service 24/7/365; the opening this spring of two new satellite avionics locations in the Midwest; and new Supplemental Type Certificates (STCs), capabilities and authorizations outlined in the Tech Report.

The industry, the world and business in general are changing constantly. We consider ourselves partners with our customers and we strive to share technical information with the industry, allowing operators to have the data they need to make the best decisions for them and their business. If you ever have a question about an industry topic, please let us know. The majority of our new services and capabilities were initiated at customer suggestions. If you value growth and innovation the way Duncan Aviation does, sitting still simply isn't an option. 



International Sales Rep

Shirley Crouch

Shirley Crouch has nearly 25 years of experience in aircraft parts and has worked with Duncan Aviation for 16 of them. About 18 months ago, she put her customer service know-how on the line and started a unique position with Duncan Aviation's parts sales team. She is responsible for responding to customers worldwide and meeting their needs in real-time when it is "after hours" in the United States. In this position, she handles overnight (after 7 p.m.) and some weekend days. She takes care of all after-hours Aircraft On Ground (AOG) requests, schedules incoming units for repair or overhaul and fills parts orders. She's even been known to help stranded customers with a hotel reservation or two.

"When the phone rings, I'll answer, whether it's early evening or 2 a.m.," Shirley says. "It doesn't matter what the customer needs, I will do my very best to help. Regardless of whether they're looking for an o-ring or a boost pump, they are important and deserve timely assistance."

Because of the time difference, customers in Australia or Southeast Asia used to have to wait 24 hours to receive a part quote and then another 24 hours to receive the part. With Shirley's after-hours/weekend service, Duncan Aviation can provide a quote, take the purchase order and ship the part all in one of the customer's "days." Customers appreciate the service and applaud the change, which makes the unusual hours worth it for Shirley.

Read more about Duncan Aviation's parts sales team on page one of this *Duncan Debrief*. 





DUNCAN AVIATION
PARTS SALES TEAM
available 24/7/365 for ALL of
YOUR aircraft parts needs.



A SINGLE SOURCE FOR LOCATING AIRCRAFT PARTS

IN any given day, at virtually any hour, members of the Duncan Aviation parts sales Team are busy scouring one of the many parts services available to locate exactly the right part for customers all over the world. Although that sounds pretty straightforward, the task is anything but easy. In addition to language barriers and time-zone differences, there are also strict regulations regarding what parts companies in the United States are legally permitted to sell, and which countries companies are permitted to deal with.

IT'S A RELATIONSHIP BUSINESS

The mission of the parts sales team is to quickly locate parts for Duncan Aviation customers and get the

parts to them as quickly as possible. The team focuses on locating repaired parts, piece parts and rotables.

Piece parts include airframe parts, skins, ribs, bearings, connectors, cables, hoses and windows. Rotables are landing gear, starters, avionics, instruments and accessories. Repaired parts are those that have been sent to Duncan Aviation or elsewhere for repair; those parts must be re-certified before Duncan Aviation will pass them on to customers or other vendors.

Additionally, some of the parts are available from vendors or brokers, and still others must be ordered from Original Equipment Manufacturers (OEMs). There are databases of lists available, but a lot of the work depends on team members' abilities to develop and maintain relationships domestically and internationally.

Sales team member Carol Hunt says, "If a customer calls asking for a part, and we don't have it in stock here at Duncan Aviation, that's where our jobs begin."



DON HEINLEIN

Team Leader
Domestic & International parts requests
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Don.Heinlein@DuncanAviation.com



THAD AUDE

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JEWELL CHAMBERS

Senior International Sales Rep
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- RUSSIA
- ZEALAND
- COLUMBIA
- TURKEY
- SOUTH AFRICA
- ARGENTINA
- DENMARK
- ANGOLA
- MALAYSIA
- FINLAND
- ETHIOPIA
- CHILE
- AUSTRIA
- KOREA
- Pakistan
- POLAND
- ICELAND

The Internet has helped somewhat to simplify international searches. More than that, though, Carol says the Internet has opened up new markets and brought in new customers.

For instance, Carol says, a new customer in Hong Kong needed repairs to specific parts for an entire fleet of aircraft. Duncan Aviation doesn't have repair capabilities on all of the parts, but Carol knew of several vendors who did, so she arranged for the transactions. All of the parts were sent to Duncan Aviation where they were repaired either in-house or outside and then were returned to the customer in Hong Kong in one shipment.

ALL AIRCRAFT PARTS

The sales team will search for any part for any aircraft. Carol adds, "We have long-time customers who have dealt with Duncan Aviation for years. They may or may not own a core aircraft that we work on or for which we stock parts. Even if the aircraft is not one we typically service, we'll still search for parts."

The team doesn't just look for parts for customers looking to buy new or replacement parts. Often, a customer has surplus parts for an aircraft and the team can also help find buyers for those parts. With Duncan Aviation's Parts Consignment Service, operators worldwide can consign excess parts, including everything from accessories to avionics and instruments to propellers.

Carol says she has a good customer in South Africa who buys parts for Boeing 747s. Although Duncan Aviation doesn't stock those parts, Carol established a relationship with several vendors that sell parts for 747s. When her customer calls for an Request for Quote (RFQ), Carol contacts a vendor and she can usually mediate the sale.

WORLD MARKET

Jewell Chambers, another member of the parts sales team, says the Internet has helped make the industry truly global. Team members routinely order parts from one country, have them shipped here for certification and/or repair, and then ship them on to another country.

Sometimes, the parts the team is asked to locate aren't even for an actual aircraft. In the past, Jewell says she's been asked to find parts for flight simulators.

The fact that it is truly a world market may inhibit some salespeople because of the language barriers, but not the members of Duncan Aviation's International Sales team. Several team members said that although most customers can speak or write English to a certain extent, with patience, you can make the connection and develop the relationship that is so important in sales. Team members agree that language almost never presents a barrier. Even if the only English spoken is a part number, says Jewell, that's where you start.

Team members have located parts for a customer in one country and have had them sent to another country for third-party repair and certification. To help keep costs down and not sacrifice speed with delays in customs, team members will attempt to locate a part that's relatively close to the customer seeking the part, especially when dealing with an aircraft on the ground (AOG).

It's not always easy to do that, though. Team member Phil Porter says he searched parts list after parts list and called customers with surplus parts in an effort to find a part for a customer in Sao Paulo, Brazil. In the end, he found the part in Nykoping, Sweden, and had to have it shipped from there to Sao Paulo. That part traveled 6,843 miles (11,010 kilometers).



SHIRLEY CROUCH

Senior International Parts Sales Rep
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JIM GIFFORD

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Another part traveled about 100 fewer miles when Phil shipped it from Duncan Aviation in Lincoln, Nebraska, to Ushuaia, Argentina, near the tip of South America, which was 6,769 miles (10,894 kilometers)!

DOMESTIC SALES

Of course, not all transactions are international in scope. Team members have excellent relations with customers in the United States too. Once they've forged a relationship, whether with an international customer or a domestic one, it is truly valued, and team members go to great lengths to make sure a customer gets what he or she is looking for.

Team members have territories, but they all deal with customers the world over; the bottom line is to give the best service possible regardless of physical boundaries.

Jewell says that one of her very good customers in California needed a part for a lighting system that Duncan Aviation doesn't stock. She located a vendor in Peachtree, Georgia, who was not currently on the approved vendor list. In order to affect the transaction, Jewell had to ask purchasing to approve the vendor, create a purchase order to buy the part from the vendor, and then sell the part to the customer in California.

RESTRICTIONS


Among the many things the parts sales team members must be aware of, though, are shipping restrictions. There are bans on certain parts, no matter who has requested them. For instance, no one may ship parts to any company or country that could be used in missile-guidance systems. There are also certain countries that are embargoed by various departments and agencies of the United States government.

The nations to which no parts of any kind can be shipped are Iran, Cuba, Sudan, Syria, and North Korea. And there are restrictions on the types of parts that can be shipped to Rwanda and Iraq.

Don Heinlein, Team Leader of Duncan Aviation's international sales, explains that his team members have to know who the end-user is on any sale they arrange. In order to ensure that they know and to also protect themselves from potential legal problems, they must have an End User Statement. Don says that he and his team must perform "due diligence" to make sure the parts are not banned and that they are not going to one of the embargoed companies. So they have to document answers to two questions with every potential sale: Who is the customer? And who is the end-user?

COMPLIANCE

Although that sounds daunting, the team members have the office of International Compliance here at Duncan Aviation to fall back on. International Compliance Officer Steven Rothanzl and International Compliance Specialist Monica Bohling have binders of supplemental data, documenting the rules and regulations regarding restricted parts and banned countries.

In spite of the amount of information they need to know regarding restricted parts and banned countries, the time differences, and the language barrier, the Duncan Aviation parts sales team is here to serve you, 24 hours per day, seven days per week, year-round. Let them help you find that elusive part, or consign your excess parts inventory. Call 402.475.4125 or visit www.DuncanAviation.aero/parts. 

DUNCAN AVIATION'S CUSTOMER BASE



CAROL HUNT

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Meet Steve Dillingham, BTL Operations Planning Specialist

Steve began his career in 1997 working for Kal-Aero* in the Line Services department. He took on his current position one year later. Steve has a bachelor's degree in Aviation Science from Western Michigan University and enjoys solving problems and keeping projects on track for timely delivery. He also likes to camp, ride his motorcycle and mountain bike and enjoys air shows, flying and traveling. He volunteers his time for various Habitat for Humanity projects through his church. Offering the highest quality professional service to his internal and external customers is something Steve says he strives to do daily. 

**Duncan Aviation acquired Michigan-based Kal-Aero in 1998.*



Time Management:

Scheduling With Efficiency in Mind

Customers consistently tell us they appreciate the fact that we do everything possible to meet their aircraft's delivery date. If we commit to delivery on a certain day, they know we take the schedule seriously and will do everything we can to meet (or beat) that date. Doing so consistently requires more than proper planning, staffing and experience. It requires proper scheduling.

At Duncan Aviation, many things go into determining an aircraft project's schedule. We try our hardest to find a downtime for your aircraft that not only fits your schedule but that will also allow our teams to provide you with the quality of service, efficiency and results that you deserve.

Brian Barto, Scheduling Coordinator at Duncan Aviation's Battle Creek, Michigan, facility says, "The bottom line is always ensuring the schedule

we put together will benefit the customer." We have a team of experts who have perfected the scheduling process, providing our customers with a carefully calculated maintenance event and our internal teams with the resources they need to efficiently achieve our customers' expectations.


Schedule Begins with Operations Planning Team

Between Duncan Aviation's two full-service facilities located in Lincoln, Nebraska, and Battle Creek, Michigan, we have a team whose job responsibilities ensure that hangar space and available labor hours provide maximum efficiency. Each facility is supported by an operations planning team that works with individual department schedulers and sales teams to manage pending projects, evaluate facility space and requirements,

"The bottom line is always ensuring the schedule we put together will benefit the customer."

- Brian Barto

Meet Brian Barto, BTL Operations Planning Coordinator

In 1997, Brian started at Kal-Aero* in the Records and Research department. In 2000, he became a project manager and took on his current role in 2004. Prior to Duncan Aviation, Brian served in the Marine Corps as an Infantryman and in Radio Communications. Brian has a bachelor's in Management and Organizational Development. He enjoys the interaction that his job requires with team members in sales, customer service and all production shops. This allows him to focus on the whole organization and not just one small segment. Brian is married and has one son. He enjoys NASCAR events, gardening and continuing his education in Economics and History. He volunteers with the Charitable Union and with Calhoun Christian school activities. 

*Duncan Aviation acquired Michigan-based Kal-Aero in 1998.



“Whether the customer has one aircraft or a fleet, we want to impact their downtime as little as possible.”

- Doug Schmitt



schedule aircraft projects and coordinate aircraft movements and hangar stacks at their respective facilities.

The scheduling process digs down deep and involves many steps, beginning with an accurate work scope being presented to the operations planning team. Our sales teams work with the department schedulers during the quote process to coordinate required dates, aircraft information, description of work for each production team involved and an accurate picture of the labor hours required for the project. After initial planning, the operations planning team takes a closer look at the customer’s needs, reviewing all project requirements and asking the right questions of the customer and each other, they begin creating a detailed plan for the maintenance or upgrade activity.

Department Schedulers Analyze Schedule

Also critical to the scheduling process is a group of individual department schedulers. Each production team has one designated individual working to manage and schedule projects specific to their expertise. As each pending work scope is communicated from the sales team to the operations planning team, information is routed through these department experts. The team of schedulers work together, determining the required down time for the aircraft that maximizes capacity and manpower for all production teams involved.

Each department has a capacity of work that they strive to achieve and a maximum work load that their teams can manage. The teams

understand how important it is to work together. Glenn Thompson, Airframe Scheduler from Battle Creek, explains, “There is a fine line between too much work and not enough. You have to pick the right projects to keep Duncan Aviation busy as a whole, taking a look at all numbers, not just your individual department.” The measurements are analyzed on a weekly basis providing clear communication on the limits and needs of each department and facility.

Each department scheduler has their own method for evaluating and organizing pending projects. Dave Estey, Avionics Installations Scheduler in Battle Creek, explains, “I examine the total hours required to start, then I factor in things like modifications lead time and things that need to be done in sequential order.”


For Scott Hollman, Engineering and Certification Scheduler, “the proposal must be evaluated and the requested schedule evaluated against the utilization of individuals possessing the appropriate skills and delegation, to accomplish the work.”

Final Schedule Reflects Input From All

The teams take their individual needs and together weave a schedule that will keep the process at full efficiency. They consider lead times for parts and materials, needs for additional services, engineering and certification, and always look to determine the most accurate downtime and the most precise delivery date. It is with ample planning on every project that we are able to be successful on a daily basis. After all, accurate



Meet Jeff Cram, LNK Operations Planning Specialist

Jeff started at Duncan Aviation in 1999 in the Line Services department, working his way up to his current position. Prior to Duncan Aviation, Jeff worked for United Airlines. Jeff is married and has one son. He enjoys the challenges that each day at Duncan Aviation brings and strives to find creative solutions that benefit everyone involved. In his free time, he enjoys taking backpacking trips. 

planning benefits not only a particular project, but positively affects the projects of dozens of other customers at our facilities.

This kind of in-depth analysis allows the entire team to coordinate events internally so that the aircraft's downtime is minimal. "I know how critical the downtime of a customer's aircraft can be," states Doug Schmitt, Lincoln Scheduling Coordinator. "Whether the customer has one aircraft or a fleet, having an asset down for maintenance changes the way they are allowed to conduct their business. We want to impact that as little as possible."

After input is received from all teams, a final schedule is assembled and presented to the customer through the lead salesperson. The schedule provides appropriate milestones and addresses any questions that came up during schedule planning. After customer approval, the schedule is "firm" and work on the project can begin.

Communication Before and During Increases Success

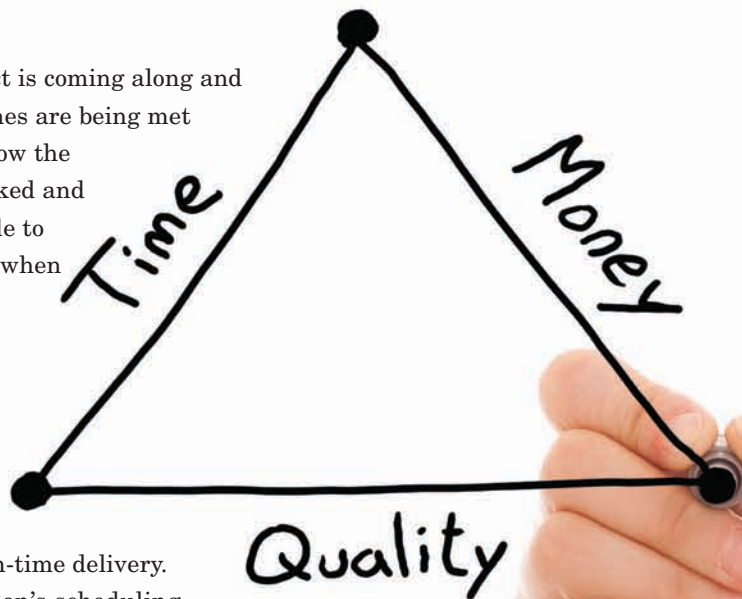
Once the plan is in place, the complete schedule, plan and flow is not only communicated to the customer, but must be effectively communicated to each team within the facility. Project flow charts are developed and published, allowing any Duncan Aviation employee to access the schedule. The project's plan and flow is continually referenced throughout the project and is updated with the most accurate information available as milestones are achieved.

Brain Barto explains that work-in-progress is a big factor in everything they do. Knowing

how well a project is coming along and whether milestones are being met directly affects how the hangars are stacked and if they will be able to move an aircraft when needed. After all, the more detail that is provided to the teams coordinating the service, the better set up everyone is for on-time delivery.

Duncan Aviation's scheduling process and team set us apart. The relationships that they have with each other allow us to plan and offer reliable schedules. Lincoln Paint Scheduler Kurt Bohac sums it up, "To be a scheduler you have to be flexible, adapt to changes, be able to make decisions and work as a team."

When it comes to working together on a multi-shop project, the communication and effort of the Duncan Aviation scheduling team is remarkable. Our customers trust our process. Allen Ulmer, with Sanderson Farms attests that the Duncan Aviation planning and scheduling process is unmatched. "There is no comparison when it comes to efficiency and planning. Others could learn from Duncan Aviation's process," states Allen. "I have been coming to the Lincoln facility for thirteen years and it is always the same, first class." 📅



"There is no comparison when it comes to efficiency and planning."

**- Allen Ulmer,
Sanderson Farms**

Meet Doug Schmitt, LNK Operations Planning Coordinator

In 1986, Doug started at Duncan Aviation as a Line Service Representative. In 1991, he transferred to the Avionics Installations department. Doug was promoted to installations team leader before transferring to his current position. Prior to Duncan Aviation, he worked on the line for Crete Municipal Airport in Crete, Nebraska. Doug has an associate's degree in Electronics Technology and a bachelor's degree in Business Management. Doug is married and has two daughters. He enjoys hunting, sporting events and landscape work. He volunteers for the TeamMates mentoring program and is active in his church serving as youth group leader and men's ministry leader. 📅



A day in the life of a
**Duncan Aviation
Tech Rep**



Jerry Cable



Mark Goertzen



Adrian Chene

Duncan Aviation Technical Representatives are experienced and respected as industry experts. They are called upon to troubleshoot problems in all areas surrounding business aircraft ownership.

Customers call them for technical advice, Original Equipment Manufacturers (OEMs) invite them to help shape industry standards and Duncan Aviation technicians seek them out for advanced technical troubleshooting. They travel to all points across the United States and around the world to provide and impart their elite knowledge in their area of expertise. They educate, guide, set procedures and serve as liaisons between Duncan Aviation mechanics, customers and OEMs.

For them, every day is different. We asked three of them to tell us what one April day was like for them.

Accessory Assistance

Jerry Cable, Duncan Aviation Accessory Tech Rep., helped his first customer of the day before he got out of bed. At 5:15 a.m. CST, he received a call from India about a steering

squawk on a Global 5000. After listening to the symptoms and asking careful questions, he diagnosed the nose landing gear had failed and was in need of service. Due to a busy flying schedule, the customer didn't have time to send the unit in for repair. Knowing the customer needed a fast solution, Jerry put him in touch with Duncan Aviation's AOG Parts & Components to assist in locating an exchange unit.

Jerry answers his phone no matter what time it is. He understands that the sun is shining on the other side of the world and many customers still need his help. His day started early, but it was far from being over.

Airframe Activities

For Mark Goertzen, Falcon Airframe Tech Rep., the day begins on the run. Literally. Aboard a Falcon 50 going through a pre-purchase ground run,

Mark tests two Duncan Aviation airframe mechanics on their skills and knowledge to safely operate an aircraft on the ground. This bi-annual test is required for all mechanics who are authorized to taxi an aircraft.

Mark listens, watches and tests each mechanic as they go through ground procedures, asking questions about general operations and proper protocol. "What three things do you need to check prior to starting your engines?" He wants to make sure they still have the necessary skills and haven't picked up any bad habits in the past two years. "How do you know the brakes are set?" And just for good measure, he'll simulate emergency situations that don't often present themselves, but would require proper response. "Your engines are on fire, what do you do?"

Mark wears many hats. After he is done testing and training mechanics, he

spends many hours developing a Duncan Aviation pre-purchase guide for the Falcon 7X. Although they are a relatively new aircraft, several have already entered the secondary market. This work will help to establish Duncan Aviation's pre-purchase procedure checklist for the Falcon 7X.

Avionics Install Expertise

Just like Jerry and Mark, Adrian Chene, Avionics Installation Tech

Rep., never really knows what his day is going to be like until he gets to work, listens to his voicemails and opens his email Inbox. "You just never know," Adrian says, when asked to describe a typical day.

After spending nearly two hours returning phone calls and responding to several emails, Adrian heads out to the hangar floor where a Universal EFI-890R project on a

Falcon 10 is made more complicated by having international clients who are out of the country. He is faced with an STC provided by another Maintenance Repair Organization (MRO) that he describes as "woefully inadequate" for what actually needs to happen to make the new avionics suite work. The project includes hours of reconfiguring and testing an avionics component

Duncan Aviation Technical Representatives

Airframe



Name	Expertise	Phone Number	Location
Kevin Bornhorst	Falcon	402.969.8482	Battle Creek, Michigan
Tim Garity	Gulfstream, Embraer, Astra/ Westwind	402.479.1546	Lincoln, Nebraska
Mark Goertzen	Falcon	402.479.1511	Lincoln, Nebraska
Ron Grose	Falcon	402.479.1640	Lincoln, Nebraska
Ed Johnson	Citation, King Air	402.479.1555	Lincoln, Nebraska
Cary Loubert	Challenger, Global, Learjet	239.969.8452	Battle Creek, Michigan
Jim Overheul	Gulfstream, Embraer, Astra/Westwind	269.969.8477	Battle Creek, Michigan

Avionics Installation



Name	Expertise	Phone Number	Location
Adrian Chene	Challenger, Citation , Embraer, Falcon, Gulfstream, Hawker, Learjet Astra/Westwind	269.565.3561	Battle Creek, Michigan
Steve Elofson	Challenger	402.479.1603	Lincoln, Nebraska
Andy Fernandes	Falcon, Astra/Westwind	402.479.4186	Lincoln, Nebraska
Gary Harpster	Learjet, Hawker	402.475.2611, ext 1374	Lincoln, Nebraska
Dave Pleskac	Falcon	402.479.1509	Lincoln, Nebraska


to the proper setting, consulting with Duncan Aviation Engineering on discrepancies and providing documentation to the structures team to evaluate skin waviness.

Two Dozen, At Your Service

All 24 of Duncan Aviation's Technical Representatives are here to answer questions from customers and help them troubleshoot aircraft and

system issues. They are proactive in their education, taking the necessary steps to stay current on the latest technologies. They spend hours researching the latest Airworthiness Directives (AD), Service Bulletins (SB) and Service Letters (SL) released by the OEMs and impart that knowledge to technicians and customers.

No two days are ever the same. That unknown is exactly what

Mark Goertzen likes about his job. "I enjoy the art of thinking on my feet, whether it's for a customer that's AOG or the guys on the floor needing assistance. It keeps the days interesting." Mark goes on to say, that his 'to do' list is never-ending. "If I think for a second that my plate is cleaned, all I have to do is wait five minutes. It makes the day fly." 



Avionics, Instruments, Parts, Components, Accessories & Propellers

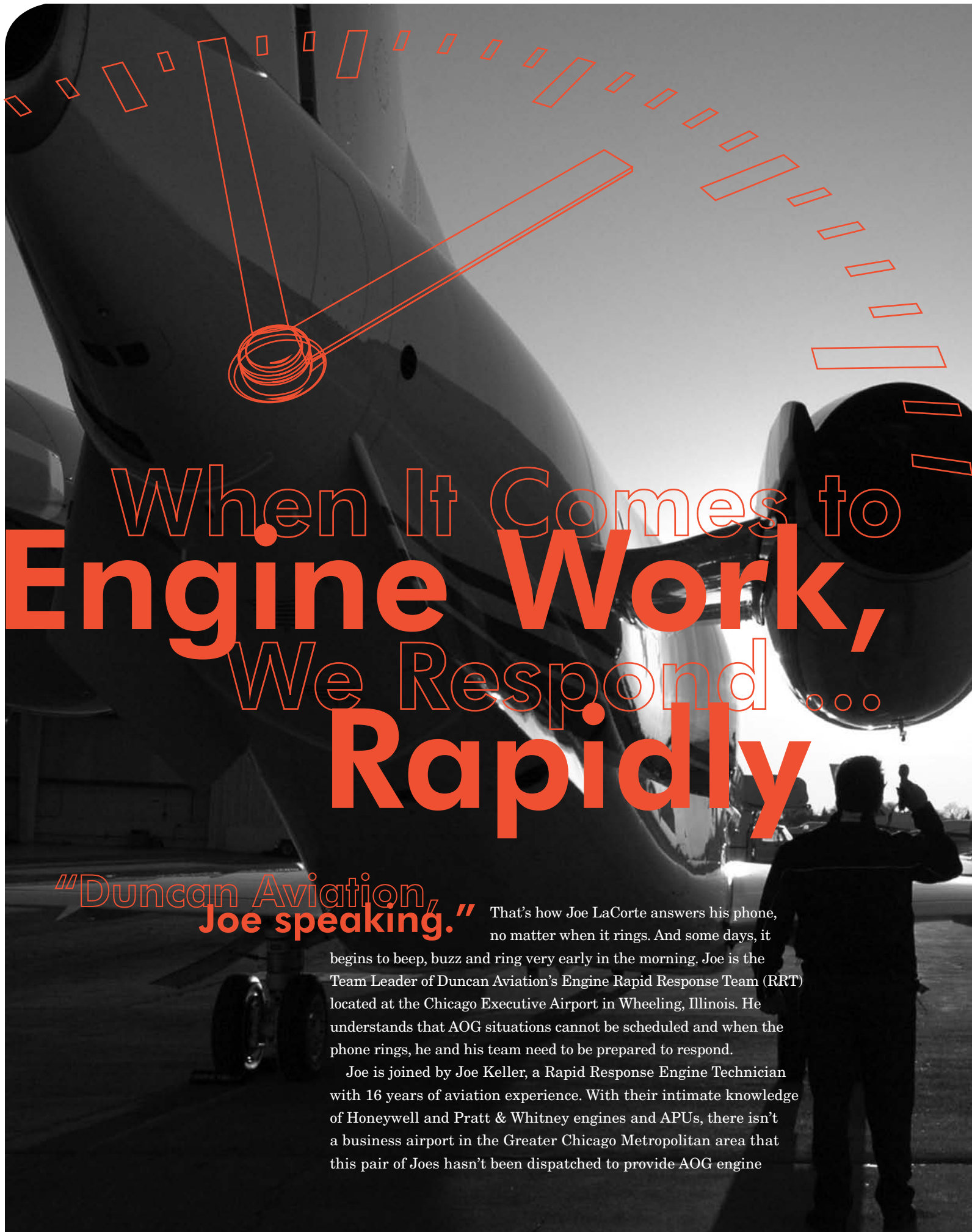


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Dan Magnus	Avionics, Instruments, Parts, Components	402.479.4217	Lincoln, Nebraska
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Larry Troyer	Avionics, Instruments, Parts, Components	402.479.4219	Lincoln, Nebraska
Jerry Cable	Accessories	402.479.8112	Lincoln, Nebraska
Bob Finke	Propellers	402.479.1517	Lincoln, Nebraska

Engine & APU

Name	Expertise	Phone Number	Location
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Dave Ungvarsky	Hawker	402.430.8668	Lincoln, Nebraska
Jason Burhoop	APU	402.479.4170	Lincoln, Nebraska
Shane Heier	Honeywell	402.479.8166	Lincoln, Nebraska
Bill Walker	Pratt & Whitney	402.479.4269	Lincoln, Nebraska





When It Comes to Engine Work, We Respond... Rapidly

*"Duncan Aviation,
Joe speaking."*

That's how Joe LaCorte answers his phone, no matter when it rings. And some days, it begins to beep, buzz and ring very early in the morning. Joe is the Team Leader of Duncan Aviation's Engine Rapid Response Team (RRT) located at the Chicago Executive Airport in Wheeling, Illinois. He understands that AOG situations cannot be scheduled and when the phone rings, he and his team need to be prepared to respond.

Joe is joined by Joe Keller, a Rapid Response Engine Technician with 16 years of aviation experience. With their intimate knowledge of Honeywell and Pratt & Whitney engines and APUs, there isn't a business airport in the Greater Chicago Metropolitan area that this pair of Joes hasn't been dispatched to provide AOG engine

RRT Engine Tech Mike Bruhn,



emergency support, in addition to many scheduled and unscheduled events, including engine R&Rs. Mike Bruhn is the third and newest member of the Chicago RRT. Although he has more than 10 years of experience in aviation, he says he learns something new most everyday from his teammates.

The Call

Dan Vignieri, Chief Pilot from Crystal Air, was not pleased when he saw oil all over the engine cowlings of his Learjet 45 after flying eight hours to California and back. The evidence of an obvious oil leak was completely unexpected since he just took delivery of the aircraft the day before from another service provider. It had been down for scheduled maintenance and a required Honeywell engine inspection for corrosion in and around the intermediate case. This inspection involved the complete engine teardown, including the removal of the thrust reversers and engine mounts. The work was NOT performed by Duncan Aviation.

Dan's first call was to his Honeywell Field Service Rep. His second call was to Joe LaCorte and the Duncan Aviation Engine RRT.

Dan first called Joe in 2005 on the recommendation of his Honeywell Field Service Rep. "I was instantly impressed," says Dan. "They were quick to respond to my call and worked around my schedule. Their keen attention to detail made sure the job was done right." Dan's been calling Joe ever since.

The Response

This call from Dan was different from most. It came at 9:56 p.m., and Dan didn't have the luxury of time. Joe LaCorte, along with Joe Keller, took off the next morning to the Kenosha Regional Airport where Dan hangars his Lear

45. It was easy for them to diagnose what was causing the engines to bleed oil. During the corrosion inspection at the other facility, the engines were reassembled with several oil lines, o-rings and seals improperly installed. Joe suspects it was a case of an inexperienced technician rushing through his work and not paying attention to the details. They resealed the lube and scavenge pump and attached several oil tubes. Dan's engines were cleaned up, closed up and all paperwork completed in time to meet his scheduled flight at 6 a.m. the following morning.

Then at 10 p.m. that night, Joe got another call from Dan. "Duncan Aviation, Joe speaking." Dan told Joe he had more oil leaking.

Joe listened intently as Dan relayed valuable information from Phoenix, asking questions and taking notes. It was determined that Dan could complete the flight and get back home. The RRT would troubleshoot the problem upon his return.

This time, Joe Keller and Mike made the trip north to Kenosha as Joe LaCorte remained behind to change the magnetic carbon seal on a hydraulic pump head on a Falcon 7X at Chicago's Midway Airport.

On the Lear 45, they suspected a hairline crack in an oil line behind the pylon. It was not discovered during the first visit because it cannot be diagnosed with an engine run on the ground; it can only be diagnosed after a flight. Cracks like

"Their keen attention to detail made sure the job was done right."

- Dan Vignieri, Chief Pilot from Crystal Air



RRT Team Lead
Joe LaCorte

& Mike Bruhn,
RRT Engine Tech

“I want our customers to consider my team a part of their staff, an extension. I answer my phone knowing I will work with this customer to troubleshoot a squawk until it is fixed.”

**- Joe LaCorte,
Duncan Aviation
Chicago Team Lead**

this occur when lines are over-torqued during installation. Parts were ordered and the work was scheduled to begin the next morning.

En route to Kenosha, Mike drove while Joe used the drive-time to return phone calls and take notes. They volleyed questions back and forth while discussing upcoming work. In the meantime, Joe’s phone continued to ring. A Gulfstream G-200 would arrive at 6:20 p.m. at Chicago’s Midway Airport. It was leaking oil. Joe suspected a leak of the carbon gearbox seal on this Pratt & Whitney engine. But he wouldn’t know for sure until he got there.

On the Lear 45, Mike began to remove the cracked oil lines when Joe noticed a pink ring around a line leading into the hydraulic pump. It’s the telltale sign of a leak. Dan gave him the go-ahead to remove the unit and determine the cause. The Teflon ring and o-ring were rubbing against the threads and became misshapen, allowing hydraulic fluid to escape. It’s another mistake caught early to save a major headache later on. Before the job was complete, they also installed a new breather valve and scheduled a periodic inspection for the following week.

Dan explains why Joe and his team are his first call when it comes

to engine maintenance. “All they do is work on engines. I trust their expertise and knowledge. I haven’t once worried about their work. Now they are here to fix someone else’s mistakes. As long as I’m Chief Pilot, they will be the ones I will call on to do my engine work locally.”

The Service

Over the course of the day, Joe received more than 25 phone calls, text messages or emails seeking troubleshooting advice and scheduling periodic inspections. He doesn’t mind and explains why every call gets his full attention.

“I want our customers to consider my team a part of their staff, an extension. I answer my phone knowing I will work with this customer to troubleshoot a squawk until it is fixed.” It can take a lot of time, but he knows his customers appreciate the effort and will remember when it comes time for larger inspections and projects.

Joe never leaves a job without shaking the customer’s hand. “I always want to thank them when the job is done.” He goes to explain, “Of all the road teams they could choose, they called us. It’s all about building that relationship.”

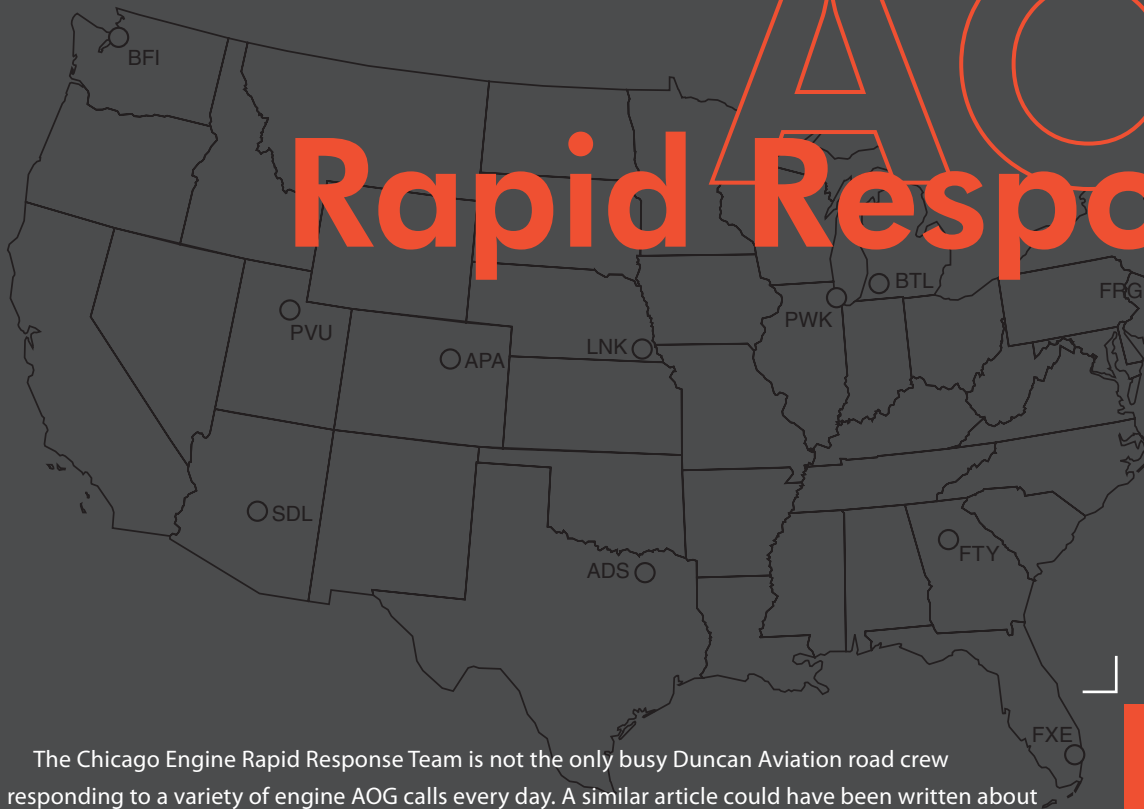
On his way home, Joe stopped at Midway to meet the Gulfstream leaking oil. Just as he suspected, it was the carbon gearbox seal. Parts were ordered and the job was scheduled. After shaking hands with the Director of Maintenance (DOM), he turned to leave.

Before he got into his truck, his phone rang again...

**“Duncan Aviation,
Joe speaking.”**

877.522.0111

AOG Rapid Response



The Chicago Engine Rapid Response Team is not the only busy Duncan Aviation road crew responding to a variety of engine AOG calls every day. A similar article could have been written about the teams from Atlanta, Dallas or Denver. And the phone rings just as much in Fort Lauderdale, Long Island, Scottsdale and Seattle as it does in Chicago.

Duncan Aviation's eight Rapid Response Teams are strategically located across the United States. With just one phone call, a team of experienced engine technicians is able to be dispatched to your location when an engine AOG situation arises, usually within hours. All but core access and MPIs can be performed on the road.

For events that require additional personnel and technical expertise, these teams are supported by Duncan Aviation's full-service maintenance facilities in Battle Creek, Michigan (BTL), and Lincoln, Nebraska (LNK). They also sometimes work with teams from Duncan Aviation's maintenance facility in Provo, Utah.

DUNCAN AVIATION RAPID RESPONSE TEAMS

- Atlanta, Georgia (FTY)
- Chicago, Illinois (PWK)
- Dallas, Texas (ADS)
- Denver, Colorado (APA)
- Fort Lauderdale, Florida (FXE)
- Long Island, New York (FRG)
- Scottsdale, Arizona (SDL)
- Seattle, Washington (BFI)

One call does it all. 877.522.0111



View Duncan Aviation blog articles that mention AOG services here.



Duncan Aviation

Opens New Midwest Locations in Kansas City and St. Louis



Jeff Aman,
Satellite
Manager
816.216.9440

Duncan Aviation and partner Signature Flight Support Corp.'s Signature TECHNICAir™ are pleased to announce that we have opened two new satellite avionics shops in Missouri: one in St. Louis and one in Kansas City.

Duncan Aviation-Kansas City is located at Kansas City's Downtown Airport (MKC) and Duncan Aviation-St. Louis is located at the Spirit of St. Louis Airport (SUS). Both shops are staffed with fully certified technicians and have full avionics line services and installation capabilities.

"We are excited to provide avionics services in these two busy, corporate airports," says Matt Nelson, Duncan Aviation's Manager of Satellite Operations. "Our avionics services are well-known throughout the industry and we are confident that these

facilities will be excellent extensions for our avionics and avionics installations services."

The History

The structure for the new shops is similar to the arrangement Duncan Aviation has had since 2007 with Signature Flight Support at the St. Paul, Minnesota, fixed-base operation (FBO). Signature TECHNICAir™ provides full maintenance services at the facility while Duncan Aviation provides avionics services.

"Customers liked having Duncan's avionics services close by," Matt says.

Hoping to build on the successful relationship the two companies have in St. Paul, Signature's TECHNICAir™ approached Duncan Aviation about supporting avionics customers in their Kansas City and St. Louis shops.

The Future

One of the first tasks Matt had with this partnership was to find the best possible leadership for the endeavor. He found that in dedicated Duncan Aviation team member Jeff Aman, who is the Manager of the Duncan Aviation-Kansas City and Duncan Aviation-St. Louis avionics shops.

Jeff has worked for Duncan Aviation in a variety of roles and most recently was an Avionics Tech III for the Duncan Aviation-Scottsdale satellite shop.

"I am excited to bring the Duncan Aviation spirit to the Kansas City and St. Louis aviation communities," Jeff says. "Top-shelf customer service and support will be the main focus in both locations."

Born in Santa Monica, California, and raised in Lake Arrowhead, California, Jeff has been involved in aviation since high school and earned his pilot's



Duncan Aviation-Kansas City
Kansas City Downtown Airport (MCK)
701 NW Low Holland Dr, Hangar 6B
Kansas City, MO 64116

Duncan Aviation-St. Louis
Spirit of St. Louis Airport (SLU)
532 Beechcraft Ave
Chesterfield, MO 63005

license early on. Although he originally wanted to pursue a career as a pilot, he soon found that was a pretty expensive endeavor. Jeff moved to Colorado in 1986 to attend Colorado Aero Tech for his A&P. He later returned to school to learn about advanced electronics technology and was hired on at Duncan Aviation's Englewood, Colorado satellite shop in 1995.

He ran the Broomfield, Colorado, satellite shop for three years until 2003. After a brief hiatus from Duncan Aviation where he served as Director of Maintenance/Avionics Manager for a couple of corporate flight departments, Jeff returned to the company in 2008.

Jeff, his wife, Bridget, and their eight-year-old daughter, Jordan, moved from the sunshine of Scottsdale to Shawnee Mission, Kansas, in the middle of winter! Jeff says he welcomed the


move, though, because he was anxious to get back to good hunting country. Additionally, Jeff is no stranger to snow, having spent 17 years in Colorado. Bridget is originally from Broomfield and Jeff's 19-year-old stepson, Darren, goes to school at Front Range Community College in Denver. So they return to Colorado often to visit family and to ski.

Among the things Jeff will miss about leaving Arizona are some of its critters—namely rattlesnakes and scorpions. Jeff says, "I'm kind of a snake guy. Growing up in California, my brother and I hunted rattlesnakes. We kept them in aquariums, which my mom didn't especially like."

Jeff explained that there are 13 species of rattlesnake in Arizona, and he likes the diamondbacks, sidewinders, and speckled rattlesnakes. "For a while,

my daughter Jordan and I kept a giant, hairy scorpion. It was beige and about six inches long. We fed it crickets and although it was kind of creepy to watch it eat, it was pretty interesting, too. My wife hated it!" (The scorpion was named "Scorpion" and they did not hold it!)

Throughout Jeff's aviation career, he's held a variety of positions. He's worked for sheet-metal shops, maintenance shops, in corporate flight departments, and in avionics. Jeff says, "One of the best things about working at Duncan Aviation is that I've learned a lot from everyone I've interacted with; we have an unprecedented pool of amazing talent."

Now that Duncan Aviation talent can be found in Missouri, too. In addition to providing leadership at the new satellite shops, Duncan Aviation will oversee avionics and maintenance support at the facilities. 

STRAIGHT TALK ABOUT ADS-B: CRITICAL FACTORS & CONSIDERATIONS FOR BUSINESS AIRCRAFT

The United States aviation industry has been struggling to understand Automatic Dependent Surveillance-Broadcast (ADS-B) since the Federal Aviation Administration (FAA) began implementing it as part of the NextGen initiative in the fiscal year 2009.

The FAA plans to have ADS-B infrastructure completed by the end of 2013 and has mandated ADS-B Out compliance by Jan. 1, 2020. Additionally, the FAA published new rules on May 27, 2010, contained in 14 CFR §92.225 and §91.227 mandating airspace and avionics performance requirements after Jan. 1, 2020. The mandated avionics perform the ADS-B Out function, which transmits an aircraft's precise location along with other information to ground stations and other aircraft equipped with ADS-B.

After Jan. 1, 2020, aircraft without a compliant ADS-B Out system will not be allowed into controlled airspace, giving aircraft owners about 10 years to equip their aircraft.

The road to compliance has several challenges. Many avionics manufacturers are still developing solutions to meet the latest Technical Standard Order (TSO) for ADS-B. The certification paths for ADS-B retrofit solutions are still unclear. Additionally, the cost of compliance for aircraft with older systems may force many out of service.

However, ADS-B does provide some very real safety and efficiency benefits. The technology has been operating successfully in non-radar airspace in Alaska for more than 10 years, over Hudson Bay in Northern Canada, in low-altitude airspace over the Gulf of Mexico and over some U.S. cities.

“ADS-B will affect every aircraft in U.S. airspace to one degree or another,” says Matt Nelson, Manager of Duncan Aviation’s Satellite Operations. “There are still a number of questions with murky answers.”

What is ADS-B?

ADS-B is a component of NextGen technology that transmits information from various onboard aircraft sensors to Air Traffic Control (ATC) and other properly equipped aircraft. The system supports real-time traffic, flight-profile and other information.

“With ADS-B, both pilots and controllers will have the opportunity to view radar-like

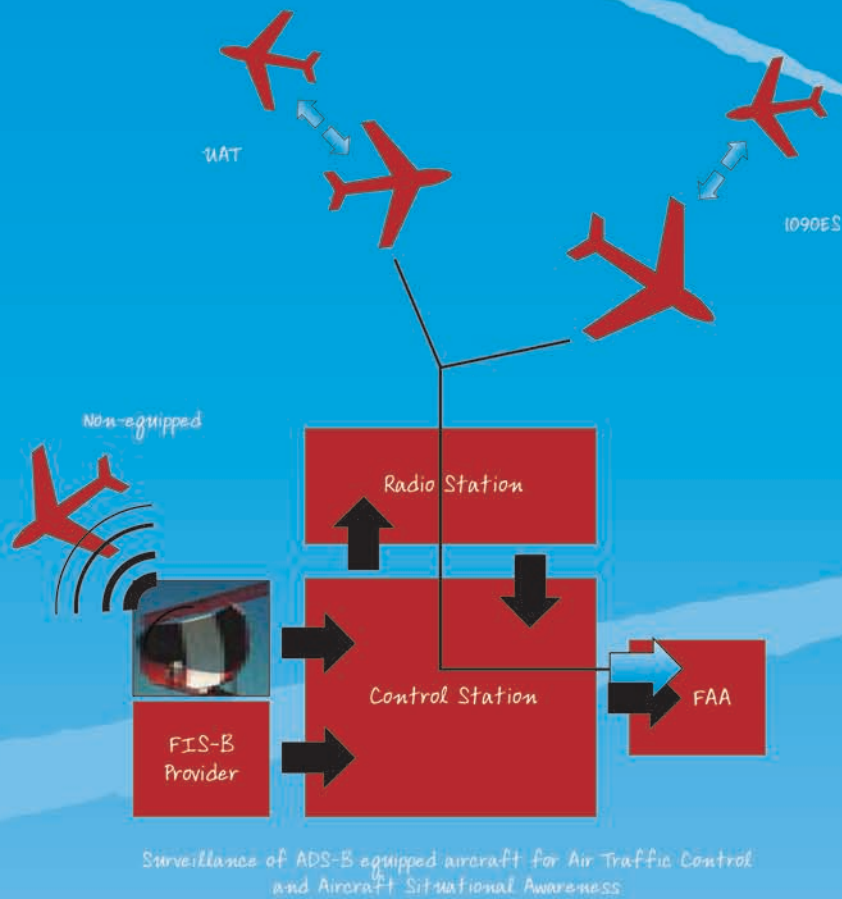
displays with highly accurate traffic data,” says Matt. “Among other things, it will allow pilots the ability to fly with preferential routing, at safer distances from one another and with less assistance from ATC.”

Until recently, all aircraft positioning technology was designed to locate an aircraft from the point of the traffic controller. As the skies became more congested, real-time traffic awareness for both controllers and pilots became a necessity. The Traffic Collision Avoidance System (TCAS) program was the first response to that need, but it had some critical functional limitations. A TCAS III proposal for lateral guidance was suspended in favor of ADS-B.

“With ADS-B, both pilots and controllers will have the opportunity to view radar-like displays with highly accurate traffic data.”
- Matt Nelson



ADS-B systems consist of three components: a transmission and message generation subsystem (ADS-B Out), a receiving subsystem (ADS-B In) and a transmission protocol. An ADS-B-equipped aircraft determines its own position and flight data, broadcasts the information via ADS-B Out to ATC ground stations and other equipped aircraft, and receives traffic and weather through data links via ADS-B In.



System Benefits

Where operators will benefit most is through the data links provided by ADS-B In, which is not currently required by an FAA mandate. ADS-B In consists of data transmitted by ground stations, then received and displayed by systems onboard the aircraft.

The Traffic Information Service-Broadcast (TIS-B) is an uplink of radar-derived traffic, and the Flight Information Services-Broadcast (FIS-B) provides weather, temporary flight restrictions, and other data links. Traffic and weather information is similar to what is provided by existing information services, except it's free... at least for the time-being, says Matt.

"Flight information and weather displays will update in real-time and won't degrade with distance or terrain," says Matt. "The situational awareness improvements will increase safety and will be a great benefit to pilots."

ADS-B Costs

While ADS-B is a more flexible, informative and pilot-friendly alternative to radar-based systems, compliance for many older aircraft will be a struggle.

Compliance costs will vary depending on aircraft age, size and existing onboard systems, says Mark Winter, Avionics Manager of Duncan Aviation's Houston, Texas, satellite facility. Downtime will be relative to how much work is required to certify each aircraft.

Mark expects costs will be lower for newer aircraft equipped with modern transponders, an Electronic Flight Instrument System (EFIS) and Wide Area Augmentation System (WAAS). Costs will be higher for aircraft with older transponders, non-precision approach Global Positioning Systems (GPSs) and Flight Management Systems (FMSs).

Aircraft Value & Mission Considerations

Aircraft with newer avionics suites will most likely integrate ADS-B In information into the EFIS. For other aircraft, a multi-function display can be used as a Cockpit Display of Traffic Information (CDTI) to replace a radar display. This will merge the existing radar with FIS-B, TIS-B, terrain and TCAS data.

However, many aircraft using older technology like basic Mode A and C transponders will need to be upgraded with newer transponders, any necessary sensors, and a very precise GPS.

"For several airframes that are limited in hull value, the upgrade cost will be more than the aircraft is worth," says Mark. "Some operations may need to find a new aircraft that can support the upgrade or the mission."

FMS Compatibility

One the biggest hidden issues of the ADS-B Out mandate is FMS certification, says Mark. He explains that existing FMS and GPS solutions fall into two categories: those certified for older GPS, non-precision approaches; and those certified for WAAS.

Both systems have adequate position accuracy for navigation, says Mark. However, older systems aren't accurate enough for the ADS-B mandate, and some WAAS-certified units don't include the outputs necessary to feed the transponders.

For these systems, a separate "patch" will be necessary for ADS-B compliance, which will only be part of the overall process required for ADS-B certification.

Critical Factors

Some ADS-B units are available that meet TSO-C166a, an FAA document that established minimum performance standards for ADS-B equipment. However, TSO-C166b was released more recently, says Matt, and no solutions are currently available that meet the new performance standards. Equipment options are not expected until late 2011, if not later.

In an article entitled "Next step toward NextGen" appearing in the August 2010 edition of AOPA Pilot Magazine, Mike Collins reported that manufacturers believe most existing ADS-B equipment could comply with the 2020 mandate with upgrades or modification. However, aircraft owners will need to carefully evaluate what solutions are being offered, and a decision for quick, low-cost compliance may not be the best approach for future operations.

Before considering an ADS-B installation, Mark says operators should consider four key questions:

1. What type of transponders does the aircraft currently have?
2. What type of position data (GPS) is currently installed in the aircraft?
3. Has an STC been performed for the aircraft's configuration?
4. Will the existing avionics equipment support the correct formats that ADS-B requires?

Where an operator chooses to have a modification or installation done is also important, as the service provider plays a key role in the certification process. Engineering capabilities, certification experience and manufacturer collaboration is essential, says Mark. Many modification centers, including Duncan Aviation's avionics satellite network and full-service facilities, have the ability to perform certifications on behalf of owners and vendors.

ADS-B Installation Services

Duncan Aviation's avionics satellite network will offer ADS-B solutions as they become available, and offers a unique advantage to customers seeking mandate compliance or minor avionics upgrades. These locations are nimble, providing immediate avionics services and extremely fast turn times.


"If someone comes in and needs something immediately, it's rare that we can't start on it that same day," says Brian Redondo, Avionics Manager at Duncan Aviation's Ft. Lauderdale satellite facility.



Full deployment is expected to be complete by end of 2013 with an FAA mandate for all aircraft to be equipped by 2020 when flying in an airspace which currently requires a transponder.

Duncan Aviation's Organization Designation Authorization (ODA) offers an additional advantage, allowing all Duncan Aviation locations to provide faster certification and engineering solutions. "I can call the engineers and get something in motion that day," says Brian. "We can also sign off on paperwork in-house. This saves an operator a lot of downtime."

For equipment requirements, certification processes, how ADS-B works, compliance for older aircraft, and estimated manufacturer TSO authorization dates, read "Straight Talk About ADS-B" at www.DuncanAviation.aero/straighttalk.

For questions and installation options, please contact: Mark Winter in Houston at 713.644.0352, Brian Redondo in Ft. Lauderdale at 954.771.6007, or Mike White in Seattle at 206.764.3962. 



THE CEO'S GUIDE TO BLENDED WINGLETS:

HOW TO IMPROVE RANGE AND PERFORMANCE ON FALCON AND HAWKER AIRCRAFT

BY now, most operators are familiar with the performance gains of a Blended Winglet retrofit. Less drag, lower fuel burn and superior climb and cruise characteristics all sound good, but what does that really mean to a CEO?

Operators who push an aircraft to the edge of its capabilities might consider an upgrade to an aircraft with better performance. But with the extended range and improved fuel burn winglets provide, a new aircraft may not be necessary.

According to Blended Winglet manufacturer Aviation Partners®, Inc.'s (API's) website AviationPartners.com, Blended Winglets extend the range of Falcon 2000 series aircraft by up to 260 nm. Hawker 800 series aircraft see similar performance improvements with an extended range of 180 nm. Gains in fuel efficiency, climb performance, and speed are also realized.

Essentially, a winglet retrofit delivers like-new aircraft performance at a fraction of the price, says Dale Hawkins, Falcon Airframe Service Sales

Representative at Duncan Aviation's Battle Creek, Michigan, facility.

RESIDUAL VALUE

Aircraft that are equipped with winglets also see higher residual values. Blue Book values for both Hawker 800 series and Falcon 2000 series aircraft estimate a conservative 75% residual value for winglet modifications, says Gary Dunn, Vice President of Sales at API. He notes that higher residual values have been observed at resale. "It's a highly visible technology," says Gary. Aircraft with winglets "sell more quickly at better prices."

Aircraft Sales Rep. Rene Cardona also agrees that winglets help an aircraft sell. "It's a benefit, there's no doubt that it is," he says. Rene explains that if two identical aircraft are listed for sale and one has winglets, the difference in value should be the cost of the winglets. However, not all of the installation costs may be recouped.

Winglets are also becoming a piece of equipment that aircraft buyers are more inclined to incorporate into

maintenance events, says Dale. To date, Duncan Aviation has installed more than 50 winglets in Hawker 800 and Falcon 2000 series aircraft.

MISSION CONSIDERATIONS

Winglets reduce drag caused by wingtip vortices, the small "tornados" formed by pressure differences at the end of an aircraft's wing. A Blended Winglet is attached to the wing with a smooth curve instead of a sharp angle, which helps reduce drag where the wing and winglet meet. This improves performance, and enables operators to fly longer missions.

For example, winglets enable Hawker 800 series operators to fly across the United States, or comfortably reach Jeddah, Saudi Arabia, from Paris, says Aviation Partners' website. Operators can also fly faster for the same amount of fuel, saving valuable time and lowering direct operating costs. Shorter missions can also be completed with greater payload and fuel reserves.

The longer range, improved cruising speeds and fuel efficiency realized

through a winglet modification is far more cost effective than upgrading to an aircraft with similar capabilities, says Alan Monk, Falcon Airframe Service Sales Rep. at Duncan Aviation's Battle Creek, Michigan, facility.

MANAGING WINGLET MODIFICATION COSTS

There isn't much room for negotiation on the final bill for a winglet modification, but with some research and planning, there are cost-saving approaches to be had.

Eliminating sales tax from a winglet modification offers a significant savings, and will vary from state to state, says Dale. Some service providers have tax-exempt locations, although not many qualify. Duncan Aviation's full-service facilities in Lincoln and Battle Creek are tax-exempt locations.

The 2010 Tax Relief Act also allows companies to take advantage of 100% bonus depreciation for new aircraft purchases and new equipment purchases for used aircraft before the end of 2011, according to Advocate Consulting Legal Group, PLLC's website. Accelerated depreciation has

been applied to winglets in the past, says Dale, but it's best to check with a tax professional regarding if and how a company can benefit.

Pre-buy evaluations also present an opportunity for a winglet modification, says Dale. The modification can be achieved during the same downtime, and can be rolled into the financing at that time.

DOWNTIME

Despite the performance gains, an extended downtime for a winglet modification alone isn't always practical. Scheduling the modification with service bulletins, inspections, interior modifications, paint refurbishments and avionics installations uses downtime more wisely, often without extending the service schedule, says Dale.


Duncan Aviation has performed more than 20 Falcon 2000 series winglet modifications, and can achieve them in about four weeks, says Dale. Winglets can be scheduled with the dry bay modification in the same downtime. A Falcon "C" check will extend downtime by about a

week. Scheduling these projects independently of one another will extend downtime by three to four weeks, says Dale.

Downtime for Hawker 800 series winglets is even shorter, about 21 calendar days, and can be paired with 48 month inspection cycles, says Dan Fuoco, Hawker Airframe Service Sales Rep. in Lincoln. Aircraft age and inspection findings can affect downtimes.

SUPPORTED MODELS

Blended Winglets are offered by API as an aftermarket retrofit for the Gulfstream II, Hawker 800/SP/XP, and Falcon 2000/EX/EASy models. Blended Winglets for Falcon 900 models are expected by summer 2011, while Falcon 50 winglets are expected in early 2012, says Gary. Duncan Aviation has facilities that are authorized Falcon, Hawker and API service centers.

For more information on Blended Winglets for Hawker and Falcon aircraft, browse our airframe capabilities at www.DuncanAviation.aero/airframe or ask for a Falcon or Hawker Sales Rep. in Lincoln at 402.475.2611 or in Battle Creek at 269.969.8400. 

IDEAL WINGLET DOWNTIME OPPORTUNITIES

	Airframe Services	Installations	Interior & Paint
Falcon 2000/EX/EASy	<ul style="list-style-type: none"> • "C" Check • Dry Bay Mod 	<ul style="list-style-type: none"> • LED Lighting • EVS • Broadband/internet with Wi-Fi • WAAS/LPV • RAAS/Smart Runway/Landing 	<ul style="list-style-type: none"> • Cabinet veneer • Interior softgoods • Exterior paint strip and refinish (additional downtime)
Hawker 800/SP/XP	<ul style="list-style-type: none"> • 48 month inspection cycles • LoPresti Landing Lights 	<ul style="list-style-type: none"> • Broadband/internet with Wi-Fi • WAAS/LPV • Nose Bay Mod • IFIS • RAAS/Smart Runway/Landing 	<ul style="list-style-type: none"> • Cabinet veneer (additional downtime) • Interior softgoods • Exterior paint strip and refinish (additional downtime)



Choosing the Right Wi-Fi Solution for a Business Aircraft

As operators research Wi-Fi and inflight internet options, understanding the features, capabilities and service levels that come with each system option can get confusing. Several aspects need careful consideration, namely which inflight internet system best fits the passenger needs.

Selecting an Inflight Internet Solution

An aircraft's high-speed data (HSD) system is what provides an inflight internet connection. Before selecting an HSD system, a thorough understanding of passenger needs is essential. Do passengers want wired or Wi-Fi access? What devices will they use? Where will they fly? Will they need access to e-mail attachments? Will they need high-speed internet? Will they need to connect to a virtual private network (VPN)?

Steve Elofson works in the Avionics Installation Sales department at Duncan Aviation. When customers request in-flight internet options, one of the first questions asked is "Do you have a Satcom system?" Many times, customers already have a voice or data system that can be upgraded to support HSD and Wi-Fi—also referred to as "wireless"—connectivity.

Wi-Fi in the Sky

When an HSD system is installed, Wi-Fi connectivity is typically expected. However, Wi-Fi options can be limited, depending on whether a wireless router has been certified for the HSD system and aircraft type.

The Federal Aviation Administration (FAA) requires Wi-Fi routers to be installed by Supplemental Type Certificate (STC) specific to an aircraft's make and model. There are many types of wireless routers, and with all the different makes and models of business aircraft in operation, the demand for Wi-Fi STC development is high, says Steve.

Duncan Aviation leads the industry in Wi-Fi router certifications, says Steve, and we work with customers and the equipment manufacturers to certify solutions.

Examples of aviation-grade equipment include: Aircell's Cabin Telecommunications Router (CTR), which can be added to an existing Aircell Gogo Biz Inflight Internet system; EMS Aviation's CNX-200, and Honeywell's CG-710. Other HSD systems like Thrane & Thrane and True North have a built-in Wi-Fi router.

"The Wi-Fi systems we've installed to date have been quite reliable and easy to use," says Steve. He explains that using inflight Wi-Fi is much like using a wireless router at home or a public Wi-Fi service at a hotel or restaurant: the device detects the hotspot and can connect to it like any other consumer grade router.

"Business people typically use their VPN to provide a secure connection," says Steve. "There may be some companies or government entities with more

Identifying where an aircraft operates is a critical step to selecting a Wi-Fi solution. Please check with each provider for the latest coverage information.

Gogo Biz™ Coverage



stringent security protocols, and we handle these on a case-by-case basis.”

HSD Service Providers

It’s also important for customers to understand the different types of inflight internet services available, says Steve. “Some HSD providers offer unlimited usage, others charge by the megabyte. It’s important for an installing agency to clearly describe each HSD plan so customers aren’t surprised by the service costs after the aircraft leaves the hangar.”

Different inflight internet service providers offer a variety of internet speeds and capabilities, and are available in different geographic regions around the world. For example, Aircell’s Gogo Biz currently offers a very fast high-speed internet connection via a ground-based network in the continental U.S. Aircell offers an unlimited usage plan for a monthly fee as well as usage based plans.

Satcom Direct is a global service provider for Inmarsat, Iridium, and Yonder networks as well as datalink services. These networks have different capabilities, and monthly fee and usage based plans are available.

Sometimes more than one HSD solution can be installed in an aircraft to increase internet accessibility. A fast, domestic system can be installed alongside an international-capable system. Depending on the systems and router used,

the transition from one service to the next can be almost seamless when crossing into areas with different coverage.

Wi-Fi Installation Considerations


Steve highly recommends choosing an authorized service center to install HSD and Wi-Fi systems. An authorized service center will have a better understanding of the aircraft and will have greater support from the equipment manufacturer, he says. “It’s peace of mind.”

Equipment dealership agreements are a necessity, as an installing agency must be a dealer to install the equipment, says Steve. Dealers are the most capable of resolving any equipment issues that may occur.

It’s also important to consider downtime when scheduling internet and Wi-Fi system installations. Scheduling an installation with another event, such as airframe maintenance or an interior modification, avoids duplicating interior removal and reinstallation costs that would be associated with a standalone event.

Steve estimates that Duncan Aviation has installed more than 100 HSD systems over the last three years, most of which have included Wi-Fi routers. The company holds several airframe service center authorizations and has many Wi-Fi STCs covering many makes and models.

Installations can be done at either of Duncan Aviation’s full-service facilities in Battle Creek, Michigan, or Lincoln, Nebraska; or at any of Duncan Aviation’s network of avionics shops located in more than 20 cities across the United States.

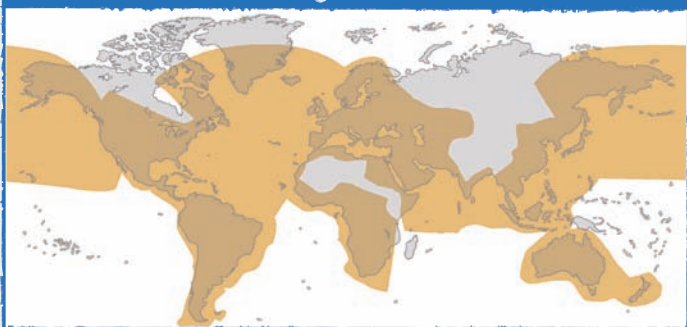
More Wi-Fi and inflight internet information is available in a free field guide, which can be downloaded from www.DuncanAviation.aero/wifi. For more information about Duncan Aviation’s HSD and Wi-Fi services, please contact Steve Elofson at 402.479.1603. 



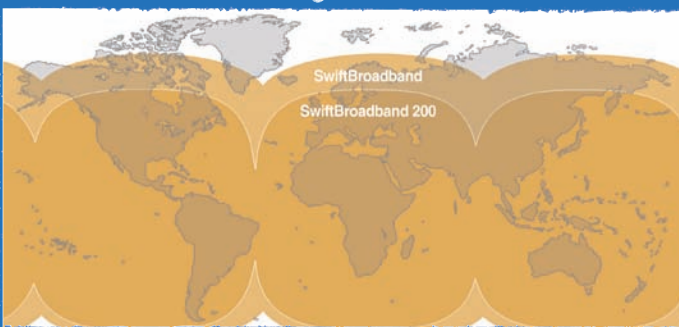
Duncan Aviation holds or has access to the following Wi-Fi STCs:

- Citation X
- Citation Sovereign
- Challenger 300
- Challenger 600/601/604/605
- Hawker 800XP/850XP/900XP
- Falcon 50/50EX
- Falcon 2000/2000EX/EASy
- Falcon 900/900EX/EASy
- Gulfstream GIV/GIV-SP
- Gulfstream GV
- Learjet 45, 60
- Embraer Legacy

ViaSat Yonder® Coverage



SwiftBroadband Coverage





MARKET TIMING AND AIRCRAFT ACQUISITION EXPERTISE BENEFIT

RLC RESORT LIFESTYLE COMMUNITIES

In a management-intensive business, Breck Collingsworth knows that while a lot can be accomplished with phones, emails and video conferencing, there are simply times that you need to meet face-to-face for business meetings, events and approvals. This couldn't be truer these days for Breck's quickly expanding company,

Resort Lifestyle Communities (RLC). Breck and his management team design, construct and manage independent-living retirement communities. The company's home office and first community are located in Lincoln, Nebraska. RLC now has seven locations across the country and a recent focus to expand even more. Growth goals include opening four to six new communities each year as the economic climate improves. With their targets on expansion into the south and southeastern United States, it became apparent to Breck that he needed a more efficient means of travel for himself and his team.



*Doug Kvassay,
Breck Collingsworth
and Doug McClure.*

This past December, RLC found that method of travel with the purchase of its first aircraft, a Citation 510, also known as a Citation Mustang. Doug Kvassay, Duncan Aviation Aircraft Sales and Acquisition Representative, provided the specialized expertise to help Breck feel comfortable with that decision.

Specialists Provide Advantages

Breck has learned from his business success that people hire those who make them feel comfortable and raise their confidence in a good outcome. The more risk associated with a decision, he says, the higher the desire to rely on someone who really specializes in that craft.

That is a big part of why Breck hired Duncan Aviation and Doug to help with the aircraft purchase. Working with Doug, it was evident to Breck that he was working with a knowledgeable specialist.

“Doug has the experience that the sellers recognize,” he says. “They know who they are dealing with and because of that we were able to get to the negotiating points faster. Doug was great; he was very open and very easy going for me to work with.”

In this day and age, people rely on specialists like lawyers, accountants and consultants for lots of different things. Breck says, “I hire people who are considered experts. Especially on a decision as complex as purchasing an aircraft, I wanted to have the confidence that I had made the best decision for my company. Having Doug advise me on this purchase did that for me.”

For Doug, it was refreshing to work with Breck on the purchase. “Breck is a very hands-on type of customer,” explains Doug. “He was very involved in every aspect of the acquisition, striving to learn all that he could throughout the process.” Doug says Breck has a get-it-done attitude, giving him advantage in the business world. “He is very decisive. Once he’s got the right information, he is ready to move forward with it!”

Market Conditions Were Ripe

The two-year-old Citation Mustang now gives Breck and his team the opportunity to evaluate markets, approve sites and oversee construction in their newest locations.

“The construction side of the business, which includes architectural leads, will utilize the aircraft heavily throughout the expansion,” explains Breck. In addition to the planning benefits, Breck is now assured that, if needed, he can literally be on-site at one of his communities with a half day’s notice.

Breck admits, “In all reality, we are probably one to two years away from truly needing the aircraft, but as buyers, we recognized the market conditions were in our favor and took advantage of buying the plane now. We got exactly what we wanted at a price that hopefully will hold its value for the next four, five or six years.”

Breck feels good about the purchase of the aircraft and its ability to be instrumental in helping RLC achieve its goals.

“We took advantage of the market rather than wait for the general economy to come roaring back,” Breck says. “I think we got the best plane out there for probably the most competitive price.”

“On a decision as complex as purchasing an aircraft, I wanted to have the confidence that I had made the best decision for my company. Having Doug advise me on this purchase did that for me.”

*- Breck
Collingsworth,
Resort Lifestyle
Communities*

Duncan 411

NEWS & TECH UPDATES


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

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

SENDING WARMTH TO VICTIMS IN JAPAN

In the aftermath of the earthquake and tsunami in Japan this spring, Duncan Aviation reached out to victims there by donating a pallet of blankets to Samaritan’s Purse, a Christian relief group led by Franklin Graham, son of the Rev. Billy Graham. Samaritan’s Purse partnered with the U.S. military to deliver 93 tons of relief supplies, including blankets, hygiene kits and food, on C-17 cargo flight rotations to Japan shortly after the tragedy.

A team from Samaritan’s Purse distributed the relief supplies and provided comfort to the victims.

“It was heartbreaking to see the devastation in Ishinomaki, where thousands lost loved ones, homes and livelihoods in a matter of minutes,” Franklin says. I am deeply grateful to Duncan Aviation for enabling us to get these much-needed relief materials there quickly. Please continue to pray for the people of Japan as well as for the Samaritan’s Purse team on the ground working under very difficult circumstances.” 

DUNCAN AVIATION-
PROVO NAMED
AUTHORIZED SERVICE
CENTER FOR
EMBRAER PHENOM
100 AND 300



Photos courtesy of Samaritan's Purse.

Above: "It was heartbreaking to see the devastation in Ishinomaki, where thousands lost loved ones, homes and livelihoods in a matter of minutes," says Franklin Graham.

Right: On March 18, 2011, Samaritan's Purse sent a 747 cargo plane loaded with 93 tons of relief supplies from Charlotte, North Carolina to Japan for earthquake and tsunami survivors. Duncan Aviation reached out by donating a pallet of blankets.



Left: Samaritan's Purse is giving trucks like this one to pastors in the affected area. Each one is filled with a generator, a power washer, shovels and other equipment to clean mud from homes.


Duncan Aviation's maintenance facility in Provo, Utah, was recently named an Authorized Service Center for the Embraer Phenom 100 and 300 aircraft.

Duncan Aviation is now authorized by Embraer to perform scheduled and unscheduled maintenance up to and including the 48 month inspection, Aircraft on Ground (AOG) support, troubleshooting, engine

and APU removal and installation, warranty work, modifications and repairs and component replacement for the Embraer Phenom fleet. Authorization on the Legacy 600 is expected to follow in a few months.

"Duncan Aviation is proud to represent Embraer and to continue our valued partnership in this manner," says Bill Prochazka, Executive Vice President and General

Manager of Duncan Aviation's Provo facility. "Our team here has experience working on Embraer's Phenom aircraft and we are excited to continue to serve those operators as a factory Authorized Service Facility here in the western United States."

To learn more about Duncan Aviation-Provo and the team we have in place there, please visit www.DuncanAviation.aero/provo. 

DUNCAN AVIATION OFFERS LEAR 45 INTERIOR PROGRAM WITH 14-DAY DOWNTIME GUARANTEE

Duncan Aviation has developed another new interior program that guarantees a 14-day installation of new interior soft goods, including the total strip and refinish of cabinets—this time for the Learjet 45.

“Duncan Aviation’s relationship with the Bombardier Learjet has spanned decades. Over that time we have completed hundreds of Learjet interior projects. Our extensive knowledge of the Learjet 45 and highly efficient interior completion processes allows for this 14-day aircraft transformation,” says Matt Spain,

Duncan Aviation Completions Sales Rep. “We even stand behind the 14-day downtime with a written guarantee.”

The key to the program starts with proper planning and coordination between Duncan Aviation and the operator

before any work begins on the interior refurbishment. The rest relies on the experience of Duncan Aviation’s interior craftsmen, capitalizing on the

n. (14-day downtime guarantee): duncan aviation’s extensive knowledge and highly efficient interior completions processes allows for this 14-day aircraft transformation.



DUNCAN AVIATION ADDS NEW AUTHORIZATIONS FOR CHINA CAAC REPAIR STATION CERTIFICATE

Duncan Aviation recently added several authorizations to its Civil Aviation Administration of China (CAAC) Repair Station Certificate after a CAAC audit of the Duncan Aviation facility in Lincoln, Nebraska.

Newly authorized airframes include the Falcon 900DX, 2000, and 7X models. These Falcon models make Duncan Aviation-Lincoln the only Dassault authorized service center in the United States to have this distinction. There are only three Falcon service centers in the world that have a Chinese certificate. In addition to the Falcon models, the Cessna 680 and the Beechcraft Super King Air B300 were also added. New engine authorizations include the Honeywell GTCP36-100 Series & GTCP36-150 Series. Non-Destructive Testing (NDT) authorizations including Magnetic Particle, Eddy Current,

Dye/Fluorescent Penetrant and Ultrasound as well as Thermal Spray, Dynamic Balancing of Propellers and Aircraft Paint were also added.

Duncan Aviation has served international customers as an authorized China repair station since 2002. In addition to the CAAC Repair Station Certificate, Duncan Aviation has an extensive capabilities list currently consisting of 105 avionics components, landing gear, hydraulic and pneumatic components authorizations.

“The additional authorizations granted with this last inspection mean we will be able to further




DUNCAN AVIATION AIRCRAFT SALES & ACQUISITIONS

company's development of efficient processes, utilizing pre-engineered seat designs and state-of-the-art manufacturing technologies.

"Downtime is still one of the top concerns of many aircraft operators," says

Duncan Aviation Completions Sales Rep. George Bajo. "Providing industry-leading downtimes has always been something at which Duncan Aviation has excelled."

For more information, contact Matt Spain in Lincoln, Nebraska, at 402.479.4127, or George Bajo in Battle Creek, Michigan, at 269.969.8462. Visit our

Learjet interior capabilities online at www.DuncanAviation.aero/interior. 

service customers from China. We are pleased to be able to expand our airframe and engine capabilities, provide paint solutions to customers and respond quickly for special service needs, such as NDT services and thermal spray," says Mike Mertens, Manager of Regulatory Compliance. "Foreign authorizations are important to us. In addition to our CAAC certificate, we maintain repair station authorizations from several other foreign civil authorities around the world."

For more information about Duncan Aviation's foreign certifications, visit www.DuncanAviation.aero/certificates. 

Purchasing or selling an aircraft in today's market can be a daunting task. As the leading independent maintenance, completions and avionics facility in the world, Duncan Aviation also has an Aircraft Sales and Acquisitions team with the experience to provide customers with peace of mind.

Duncan Aviation has been in aircraft sales and support for more than 55 years. Altogether, the Aircraft Sales and Acquisitions team has completed more than 3,000 transactions.

Aircraft knowledge, acquisition experience and worldwide resources allow the team to locate and evaluate aircraft and provide potential purchasers with the complete and unbiased information they need to make informed decisions. For those selling an aircraft, Duncan Aviation's consignment service helps them market to the most qualified buyers.

Whether you are buying or selling your first aircraft or upgrading or adding to a fleet, working with the Aircraft Sales and Acquisition experts team at Duncan Aviation will provide you with the most negotiating strength.



DUNCAN AVIATION AND HONEYWELL JOINTLY DEVELOP WAAS/LPV UPGRADE FOR FALCON 900S EQUIPPED WITH PRIMUS EPIC® CDS/R

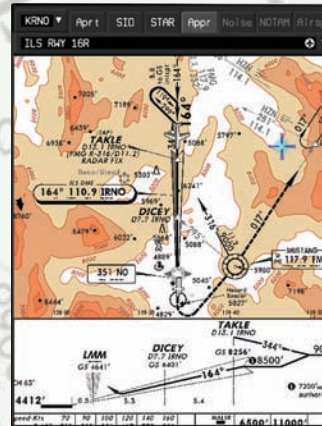
Duncan Aviation and Honeywell have partnered to develop software for and certify Wide Area Augmentation System-Localizer Performance with Vertical Guidance (WAAS/LPV) upgrade capabilities for Honeywell Primus Epic CDS/R-equipped Falcon 900 aircraft.

“Through an unprecedented amount of teamwork and collaboration between our two companies, the Glass Box Program for the Falcon 900 has taken a huge step forward with the addition of WAAS/LPV capability to aircraft equipped with Honeywell’s Primus Epic CDS/R solution,” says Gary Harpster, Senior Avionics Installations Marketing Rep with Duncan Aviation. Primus Epic CDS/R is a liquid crystal display (LCD) retrofit system which now provides WAAS-LPV functions that enable compliance with future air navigation mandates.

This functionality will enable pilots to operate with lower approach minima, allowing for more flights to land in lower visibility and low overcast conditions. There are more than 2,300 WAAS/LPV approaches in the United States, with new approaches being added on a regular basis.

Gary says Honeywell and Duncan Aviation have both invested in the CDS/R cockpit panel upgrade solution, with Duncan Aviation having installed the major panel retrofit in 16 aircraft, including the Falcon 900, the Hawker 800A, the Hawker 1000, and the Gulfstream GIII.

n. (WAAS/LPV Upgrade): this functionality will enable pilots to operate with lower approach minima, allowing for more flights to land in lower visibility and low overcast conditions.



Safety Agency (EASA) validation and European Geostationary Navigation Overlay Service (EGNOS) certification. Our team has the foundation necessary to make a European installation

“This WAAS/LPV upgrade shows the commitment our companies have to providing needed technology today while evolving the system to meet the future needs that operators will have. Duncan Aviation and Honeywell experts are working with European officials to understand the requirements for an European Aviation

happen relatively quickly once these requirements are clarified,” Gary continues.

Introduced in 2004, Duncan Aviation’s Glass Box Project is a focused effort to make available the latest in emerging flat-panel retrofit technology. The benefits of increased safety, reduced pilot workload and increased aircraft

value have made the Glass Box Project upgrades popular for those who would rather upgrade their aircraft than buy new. For more information about Duncan Aviation’s Glass Box Project, visit www.DuncanAviation.aero/gbp.

Aircraft Listings

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



1996 Astra SPX, SN 85



1982 Learjet 35A, SN 485

DUNCAN AVIATION EXPANDS BOMBARDIER GLOBAL SERVICE CAPABILITIES



Duncan Aviation is now quoting airframe inspections in addition to interior, paint and avionics installations for operators of Bombardier Global aircraft.


Last October, Duncan Aviation's Provo, Utah, location received Authorized Service Center status for Bombardier products, including Aircraft on Ground (AOG) services for Global Express and Global 5000 business jets. Since then, Duncan Aviation has invested heavily in technician training and manufacturer tooling to expand the company's Global aircraft capabilities at its nose-to-tail support facilities in Battle Creek, Michigan.

n. (capabilities): Duncan Aviation offers complete service, modification, parts and support capabilities for most makes and models of business aircraft. We are factory-authorized by most major OEMs, and hold many domestic and international certifications.

Duncan Aviation can now provide hourly, calendar and special inspections, including in-house 6A and 8C

inspections, on Global aircraft.

The company can also support the aircraft with engine line maintenance and repair, interior refurbishment and repair, exterior paint, avionics installations and avionics/instrument and parts services.

For a list of Duncan Aviation's Bombardier Global capabilities, please visit www.DuncanAviation.aero/capabilities. 



1986 Astra 1125, SN 14



1991 Astra SP, SN 47




1985 Falcon 50, SN 153

DUNCAN AVIATION EARNS SERVICE MARK FOR ICABIN

Duncan Aviation recently received Service Mark approval by the United States Patent and Trademark office for its iCabinSM solution. The iCabin is an integrated iPad application for wireless control of cabin systems in a Falcon 900, utilizing an iPad app, an Aircell CTR Wi-Fi source and an interface unit to communicate instructions to the Honeywell MH cabin management system. This fully customized iPad cabin control interface does not impact any existing functionality or tie up system resources.

This is the first of many iCabin systems that Duncan Aviation plans to deliver over the next several months. Duncan Aviation's Avionics Tech Rep Adrian Chene worked with the client to deliver this first system and is currently exploring the possibility of installing the iCabin with other cabin systems in other aircraft models.

"We have always sought to be innovators wherever possible and this innovation is an expression of that passion," Adrian says. "I know that many of our customers will enjoy the elegant and familiar interface that this application provides."

For more information on iPad cabin controls, please visit www.DuncanAviation.aero/avionics or contact any of Duncan Aviation's Avionics experts. 



DUNCAN AVIATION'S MYDUNCAN.AERO PROJECT MANAGEMENT TOOL MAKES IMPRESSION ON CUSTOMERS WORLDWIDE

their aircraft projects from anywhere in the world.

myDuncan.aero is a web-based project management system. It was designed to make information more accessible and streamline communication throughout all phases of a project. It includes paperless approvals, job status reports, item histories, budget tracking and custom viewing rights for aircraft prebuy evaluations, among other features.

Customers worldwide are giving excellent reviews of Duncan Aviation's exclusive project management system, myDuncan.aero, which allows customers to manage





DUNCAN AVIATION CERTIFIES WI-FI OPERATIONS FOR GULFSTREAM IV & V

Duncan Aviation recently received a Supplemental Type Certification (STC) for Wi-Fi operations in a Gulfstream IV / IVsp and Gulfstream V aircraft.


The certifications allow Wi-Fi access in the cabin for Aircell's Gogo Biz™ Inflight Internet service. Aircell's Gogo Biz Inflight Internet service provides high-speed inflight connectivity, allowing passengers to use their iPads, laptops, BlackBerrys, iPhones and other Wi-Fi devices at connection speeds of 1-3 Mbps, providing an experience similar to that of ground-based Wi-Fi connections. Certification was completed under Duncan Aviation's STC and Major Repair and Alterations (MRA)

n. (Gogo Biz™ Inflight Internet): provides high-speed inflight connectivity, allowing passengers to use their iPads, laptops, BlackBerrys, iPhones and other Wi-Fi devices at connections speeds of 1-3 Mbps, providing an experience similar to that of ground-based Wi-Fi connections.

Organization Designation Authorization (ODA).

Duncan Aviation is the industry leader in Wi-Fi equipment installations and

holds STCs for Wi-Fi operation in a wide variety of business aircraft models, including the Hawker 800XP / 850XP, and 900XP, the Falcon 2000, 2000EX EASy and 900EX EASy, the Cessna 680, the Challenger 300 and the Citation 750.

For more information, visit www.DuncanAviation.aero/avionics. 



John Norris, Director at AV8Jet in the United Kingdom, used the myDuncan.aero system when Duncan Aviation performed a C Check inspection and winglet installation on his Falcon 2000EX.

"The online quote/work scope approval system is incredibly reassuring and easy to work with," he says. "Especially when you are 3,000 miles away! ... Communication was excellent and our expectations were exceeded."

Fred Stoffer, General Manager-Engine Advisory with SGI Aviation in The Netherlands, agrees.

"Our opinion is that Duncan Aviation's policy of one point of contact for the entire project, their dedicated technical team and the advanced myDuncan system to track project progress places Duncan Aviation as a #1 provider ... when compared with similar MROs around the world," Fred says.

Mike Carver, principal with Jetdeck Limited in the United Kingdom, said his Challenger 604 recently underwent a 48 Month inspection with Duncan Aviation. He has this to say about the online project management tool: "The myDuncan.aero portal is very good and a great tool for keeping track of budget spent and overall progression of the maintenance event."

A video demonstration of myDuncan is available at www.myDuncan.aero. 



Cover: Shirley Crouch, Duncan Aviation International Sales Rep, holding a loaner unit marked with a Duncan Aviation loaner sticker.