

Parts Expertise And Customer Service Make AVPAC Customer Happy

Vernon Hughes loves to fly his two Pipers—a Comanche PA 24-250 and a J3 Cub. The thrill of flight is in his blood. But, the Linden, NC, resident is a practical man as well. He realizes the importance of quality maintenance on his planes and the people who continuously help him in those efforts. That's why the only parts source that Vernon ever uses is AVPAC, Duncan Aviation's parts, components, rotables and avionics sourcing solution.

When it comes to inventory, AVPAC most likely has any part a general or business aircraft operator would require. But at AVPAC, we understand that the people equation is what is most important to customers like Vernon. In fact, Vernon insists that AVPAC's Steve Green has taken extra good care of him over the years. He explains, "Steve Green has always bent over backwards for me. Every time I need something, Steve finds it. He's a (parts) expert!"

Steve's 25 years of aircraft technical support and his 12 years of avionics experience as the former owner of Lincoln Avionics not only serve Vernon well, but also comes in pretty handy for thousands of other AVPAC customers. And it comes in handy when Steve has problems of his own with his two classic

airplanes, a 1946 Luscombe Model 8A, and his rebuild project, a 1935 Porterfield Flyabout Model 35-70. "If you think finding parts for your airplane is tough, try finding some for these two," Steve says.

The two aviation enthusiasts have never met in person; however, over the years they have developed a tremendous "phone friendship." Throughout their conversations, both men have discovered much about each other. One commonality is their affiliation with the oldest fraternity in the world, but this pair of men have a much tighter bond—the thrill of flying! And, after all, flying is what Duncan Aviation and AVPAC are all about.

"What can I do for you today, Vernon?" is the telephone greeting that Vernon always hears from Steve Green. And a similar greeting is what every operator—whether they fly a Piper or a Gulfstream—deserves to hear.



Steve Green

In fact, Steve Green is only the tip of the iceberg at AVPAC. Combined, these parts professionals have more than 230 years of experience finding the parts you need. With this level of experience and our own inventory of over 370,000 line items, the talented parts representatives at AVPAC find parts—period! And when it comes to rotatables, remember that we're notable for rotatables. **Bob Randall** has stocked a large inventory of high-quality, quick-response Hawker and Falcon rotables and **Larry Stewart** is the man to call when it comes to rotables for your Lear or Citation. If your need is more along the avionics side of aviation, then **Ted Miller** is your AVPAC connection to the quality avionics that will keep you flying.

Some people would say that AVPAC is lucky to have so many high-quality employees, but Vernon knows better. It's not the luck of the draw that builds companies like Duncan Aviation and AVPAC; it's great people who are dedicated to only one thing—the customer's satisfaction.

For more information about AVPAC's parts acquisition specialists, call **1.800.228.1836** or look us up on the Internet at <http://www.avpac.com> and check out our new Specials page.

Paul Tew Provides Satellite Shops With Avionics Installations Support

As many of you know, Duncan's satellite avionics network provides customers with the same great avionics service for which Duncan Aviation in Lincoln is so well-known—from avionics and instrument overhaul and repair to system installations.

And our satellite shop installation capability is about to get even better.

Paul Tew, an Avionics System Designer at Duncan Aviation's Lincoln-based Aircraft Modifications and Completions area, was recently named the Coordinator for Satellite Installations.

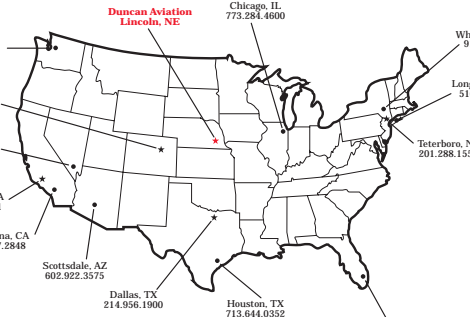
Paul is not only well-versed in avionics system interface, he worked in one of Duncan's satellite shops before coming to Lincoln. And before joining Duncan nine years ago, Paul spent six years with Gulfstream as an avionics technician; he also worked as a technical representative to Honeywell on the G-IV development project. This unique background will serve him well in his new duties.

"Duncan Aviation has been installing avionics systems for more than 30 years

here in Lincoln," explains Paul. "By performing FAA certifications, system installation/integration and developing relationships with vendors for this many years, we have a lot of technical expertise that our satellite network can draw upon. I'm here to make sure they



Paul Tew, Duncan's Coordinator for Satellite Installations, provides technical support for avionics system installations at Duncan's network of satellite shops.



have the technical support they need so installations customers at our

satellite facilities are sure to receive the same great service they would in Lincoln."

Paul will help satellite shops prepare for an installation by providing electronically transmitted installation prints and system drawings, summaries of similar installations performed in Lincoln and tips on how to best complete the installation. When warranted, he will also travel to the satellite shops to provide on-site aid for the trickier avionics installations.

Premium Aircraft Offerings

Here are a few of the aircraft Duncan Aviation is representing. For more information, contact one of our Aircraft Marketing Representatives — **Bob McCammon, Doug Kvassay, Rene Cardona** or **Doug Roth** at **1.800.228.4277**.

1989 Learjet 31, SN 015
2,300 Total Time; MSP; Dee Howard TRs; Universal UNS-1D.

1987 Beechjet 400, SN RJ-17
3,016 TT; LE 2,937 TT, 890 TSO; RE 2,992 TT; Thrust Reversers; Freon Air Conditioning; Global AFIS; Universal UNS 1-M FMS.

1983 Citation II, SN 479
4,100 Total Time; 750 TSO; TRs; Freon Air Conditioning.

1982 Learjet 55, SN 028
Service Center 12-Year Inspection, August 1994; Thrust Reversers; Floorplan 1A.

1979 King Air 200, SN BB-548
7,155 Total Time; 6,540 Cycles; TSO 742/933; TSPO 742/742 (May 1995); Collins FD-108Y Flight Director; Collins Pro Line Avionics.

Is Your Westwind Ready For The 21st Century?

Duncan Is Upgrading Avionics, Exteriors And Interiors For Westwind Operators

Many Westwind operators are updating their aircraft for the 21st century—from cockpit to cabin. And many of them are coming to Duncan Aviation because we have the experience and the know-how to do much more than C Check inspections, 4,800-hour SIPs and engine maintenance.

We also artfully upgrade Westwind avionics systems and recomplete their interiors and exteriors.

The hardworking Westwind's avionics can be refreshed to breathe new life into its vital core. Our modifications department has updated several aircraft by removing NCS-31s, FMS-90s, GNS-500s, and old radio systems. New instrument panels are fabricated when required. New frequency selectors are installed. And GPS-based Flight Management Systems are selected and certified.

To make the Westwind a safer aircraft, Duncan has installed and certified Allied Signal's Ground Proximity and Warning Systems, Bendix/King CAS 66A TCAS I, and Bendix/King CAS 67A TCAS II.

Westwind interiors have been transformed into productive, yet exquisite, work areas. Custom one-piece composite windowline panels give the cabin an updated, sleek appearance and provide ease-of-maintenance. Custom-made galleys and storage cabinets sport high-gloss faux finishes and exotic wood veneers. Audio and video entertainment systems are designed with business and entertainment in mind. And manual Astra-style articulating executive chairs, side-facing divans and thermal and acoustic insulation make the cabin a much more comfortable place to be.

For all-weather flying, Honeywell's Turbulence Detection Weather Radar system has been a good choice. From minor changes to complete avionics upgrades, including Collins EFIS85, Duncan's modifications department does



Duncan's interior Westwind recompletions have included custom one-piece composite windowline panels, thermal and acoustic insulation and high-gloss faux finishes.

For more information about upgrading the avionics in your Westwind, contact **Ron Hall, Gary Harpster, Steve Elofson, or Dave Pleskac** in Avionics Installations and Modifications Marketing. For more information about recompleting the interior or exterior of your Westwind, contact **Jeanine Falter** or **Tracey Caciola Boesch** in Modifications & Completions Marketing. And for more information about our Westwind maintenance capabilities, contact **Tim Klenke** in Airframe Services Marketing. **1.800.228.4277**.



Duncan recently completed a pedestal modification on this Westwind aircraft.

Duncan Debrief

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Visit us at:
AEA, April 20-23, Booth #415/417
RAA, May 12-14, Booth #1010/1012
PAMA, May 20-22, Booth #807/809

Duncan's New Components Facility Designed For Efficiency And Quality

Duncan Aviation is in the process of relocating its Instrument & Avionics Component Services to a new 44,000 square-foot facility at the Lincoln Airport—just across the ramp from Duncan Aviation's four-hangar complex.

This move will incorporate the relocation of more than 90 Duncan technical professionals, their support staff and more than \$10 million in equipment and inventory.

"Continued investment in our people, however, remains the critical element that allows us to successfully expand the scope of our service capabilities," says Todd Duncan, Vice President of Component Services.

"We're investing more than \$1 million in this relocation because we see a bright future in avionics repair and overhaul," explains Todd Duncan, Vice President of Duncan Aviation, Component Services. "Our continuing investment in the upgrading of our facilities and infrastructure will allow us to provide the award-winning service to which our customers are accustomed as our business continues to grow. Continued investment in our people, however, remains the critical element that allows us to successfully expand the scope of our service capabilities."

Designed with Duncan's maintenance, repair and overhaul processes in mind, the new facility was carefully engineered to maximize efficiency of the operations. New features of the building include the following:

- A 50% increase in shop floor space, allowing Duncan to increase the number of components we repair as well as add more capabilities.
- A larger, stand-alone calibration laboratory.
- A larger, more focused area for our dedicated component technical representatives. (Available for technical questions and troubleshooting assistance at 1.800.LOANERS).
- Additional storage space for the housing of customer units.



Duncan Aviation is relocating its Instrument & Avionics Component Services to a new 44,000 square-foot facility at the Lincoln Airport, just across the ramp from Duncan's four-hangar facility. The move will provide a 50% increase in shop floor space, allowing for growth and the addition of new capabilities.

- Inventory and distribution services for customer-owned inventory.
- Additional piece-parts storage, allowing us to have more inventory on hand and thus turn units even faster.
- Additional loaner storage, which will let us increase our loaner inventory and unit selection.
- And finally, a radar transmission from our site for weather radars, providing us with better repair capability.

In addition to the above advantages, the new facility layout is better designed for process flow. The efficiency in workflow will help to speed the turntime of customer units.

The relocation has been carefully choreographed using a phased-in approach so it will not disrupt customer service or delay repairs in process. We expect the move to be completed late this spring.

The phone numbers for Instrument & Avionics Component Services will remain the same at **1.800.LOANERS** or **402.475.2611**.

Duncan's Instrument & Avionics Component Services Is Increasing Its Technical Staff

Since Duncan Aviation's Instrument & Avionics Component Services will be increasing its production floor space by about 50%, the shop is actively seeking talented avionics specialists. In fact, we're looking for several technicians for each shift and expect to hire 20 to 25 within the next year. Our growth isn't restricted to Avionics and Instruments, however; we are adding technical positions throughout the company. For more information, contact **Tammie Burns**, Duncan Aviation's Recruitment Specialist, at **1.800.228.4277**.

Learjet Operators: Are You In Phase?

As you know, the Learjet Factory Inspection Program has been revised. All Learjet operators will be required to identify and comply with some variation of a Learjet Phase Inspection Program.

The new program will allow Learjet operators to continue operating with the inspection intervals they are currently using, or allow them to design a program best suited to their own operational needs.

LET US HELP! Let Duncan Aviation assist you in identifying and meeting your Learjet Phase Inspection Program requirements. Please call **Skip Laney, Danny Brown** or **Bill Schroeder** at **1.800.228.4277** with any questions you may have about getting in Phase.

<p>Duncan West</p> <p>Address for MAIL Invoices, Remittances, Purchase Orders for Instruments & Avionics, AVPAC</p> <p>Duncan Aviation/AVPAC P.O. Box 81539 Lincoln, NE 68501</p> <p>Address for FREIGHT Units to be Repaired, Loaners, Part Shipments</p> <p>Duncan Aviation/AVPAC 3410 West Mathis St. Lincoln, NE 68524</p>	<p>Duncan East</p> <p>Address for MAIL Invoices, Remittances, Purchase Orders for Maintenance, Completions, JetResources</p> <p>Duncan Aviation P.O. Box 81887 Lincoln, NE 68501</p> <p>Address for FREIGHT Overright Letters And Packages for Maintenance, Completions, JetResources</p> <p>Duncan Aviation Lincoln Airport Lincoln, NE 68524</p>
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A Message From The Chief Pilot

The business aviation industry can get a bit hectic and demanding at times. It takes committed, responsive companies to answer these demands and provide excellent customer service. That is why I am proud to be part of Duncan Aviation, the #1 team in business aviation, and announce that we plan to widen our lead over the next few years.



"In turn, this approach will allow us to continually improve the efficiency and value of the services we deliver."

We have aggressive growth goals based on meeting increasing customer demands for additional capacities, new capabilities, reduced turntimes and improved efficiencies. We plan to achieve these by using human resources and physical assets as intelligently as we can while continuing to deliver the best solutions and service to our customers every day. In turn, this approach will allow us to continually improve the efficiency and value of the services we deliver.

Several steps toward our goals have already been taken. One of the biggest

is the move of our Instrument & Avionics Components Services to a larger, updated facility at the Lincoln Airport. This move will let us increase our repair and overhaul capacity and capabilities as well as decrease our turn-times. In addition, we have increased the avionics installations capabilities of our satellite network, continued to add capabilities in our Accessories area, and aggressively pursued additional AVPAC component, rotatable and avionics inventory for all business aircraft.

Our Airframe services are also growing to include the larger airframes in their service capabilities. As most of you know, we have had several technical experts and airframe-specific teams in place to service all business aircraft from Learjets

to Gulfstreams for years. Now, as our Completions area continues to accept more and more projects for Gulfstreams and Challengers, we are training and hiring additional maintenance and repair experts for those airframes.

We believe that the reason we have enjoyed sustained growth and success is because we have met the challenges and demands our customers have put in front of us and responded to their wishes and needs. This will continue. To ensure that we are as responsive as we should be, we have implemented a new customer satisfaction process. Randomly selected customers will be asked to participate in short telephone surveys, which are conducted by an outside research firm. Areas for improvement are identified through these calls. Please do not hesitate to let us know what we can do for you. After all, our business has been built by responding to our customers and listening to their ideas.

We expect 1997 to be an eventful year. Watch for exciting new developments from Duncan Aviation as we work toward our ultimate goal of providing the best customer service among all businesses worldwide—not just those in the corporate aviation industry.



J. Robert Duncan
Chairman & President

Duncan continues to grow its Citation business

Citation business has grown by nearly 60% at Duncan Aviation over the last two years. And that's a trend that we expect will continue. At any given time, there are several Citation projects in process across all Citation models from the earliest Citation I to the Citation VII.

For the last 25 years, Citation operators have used Duncan Aviation for all types of single and multiple shop work. Being an authorized Citation service center for the 500 series and an authorized service center for all the engines that propel Citation 500s and 600s certainly helps.

Just take a look at our experience levels. During the last two years alone, Duncan's Citation teams have performed airframe and engine maintenance for more than 140 different Citation operators. That's nearly 74,000 hours of work performed on Citations alone. No matter what it is—a Phase 5 inspection, a 10,000 hour inspection, windshield changes, modification and repair of the fuselage, entry doors, flaps or thrust reversers—there isn't much we haven't done on the airframe.

Duncan's dedicated Citation-specific airframe teams, led by Craig Caskey, Allen Sward, Ron Shields and Andy Olson, have more than 248 years of Citation experience and are supported

by Ed Johnson, our in-house Citation Technical Specialist. Ed, a Duncan employee for 20 years, has more than 26 years of aviation experience including formal training for the Cessna 441, Citation 500 and Citation 650 series aircraft as well as for every engine you'll find on a Citation. In addition to helping Duncan's Team Leaders, Ed provides technical support and troubleshooting assistance to our Citation customers.

Duncan Has The Capability To Work On Citation 650s

Duncan Aviation and the Citation 650 are an excellent match. Duncan owns and operates a Citation 650, which gives us a unique perspective. In addition, Duncan has seen several customer-owned Citations 650s and has experience with projects that have encompassed the entire aircraft.

Maintenance work for the 650 has included the normal Phase inspections including the Phase 5, 1-5 and 10-year items including the Phase 14 and 40. We've also done windshield changes and various other scheduled inspections and non-scheduled maintenance. In addition, our Engine Shop routinely handles Major Periodic Inspections on the 731-3 (3C) engines installed on the 650.

Avionics upgrades have included the installation of APUs, various EFIS systems, GPWS systems, a SCAT Windshear Warning Indexer and various TCAS I and II systems.

Completions work has included 14 exterior recompletions and several interior recompletions. Interior work has encompassed completely new interiors with configuration modifications, installation of custom one-piece windowline and PSU panels, custom composite drinkrails, custom galleys, lavs, and entertainment systems, custom thermal and acoustic insulation packages, installation of Citation VII-style articulating executive chairs and various custom high-gloss veneer and hand-painted "faux" finishes.

Duncan Completes The First Green Astra SPX To Be Delivered In The United States

Duncan Aviation recently completed the first green Astra SPX from Galaxy Aerospace to be delivered in the United States, including a custom-designed interior, avionics upgrades and exterior paint.

The interior design features executive seating for seven passengers and a lav seat for an eighth passenger. It also includes customized cabin lighting, state-of-the-art sound-proofing, sleek, headroom-maximizing headliner panels and custom-designed cabinets. In addition to being attractive, the unique completion emphasizes ease of maintenance, resulting in an interior that promises to be a productive business environment.

The seating arrangement consists of an aft conference club area, right-hand forward half-club seating and a single left-hand aft-facing seat. The ERDA manual executive seats were foamed with lumbar, thigh and kidney support to meet the customer's specific comfort requirements. Duncan's custom electric pneumatic lumbar supports were installed in the crewseats to provide added comfort on long flights.

The cabinets and tables were crafted with the customer's entertainment and business requirements in mind. The tables provide a wider and longer work surface than the standard SPX tables. A custom-designed galley cabinet is fully equipped to provide both hot and cold food service. The right-hand entertainment cabinet includes a hi-fi VCP, 6-disc CD player, Airshow Passenger Flight Information System, Rosen 14.2-inch LCD monitor and compact disc and tape storage.

The entertainment system also includes a Baker Electronics High-End Audio System and Boston Acoustic Pro-Series Speakers providing high-quality sound distribution throughout the cabin. The LCD monitor, which displays Airshow en-route information and video, can be viewed in the right-hand cabin bulkhead or tracked outboard, on a manual glide, for viewing in the center aisle. Custom electric accordion window shades were also installed.

Avionics upgrades included a Bendix/King HF-950 High Frequency Communications System and Allied Signal Ground Proximity Warning Mark V system. The Heads Up Technologies CMS-400 Cockpit Checklist System that was installed is the first STC'd for an Astra.

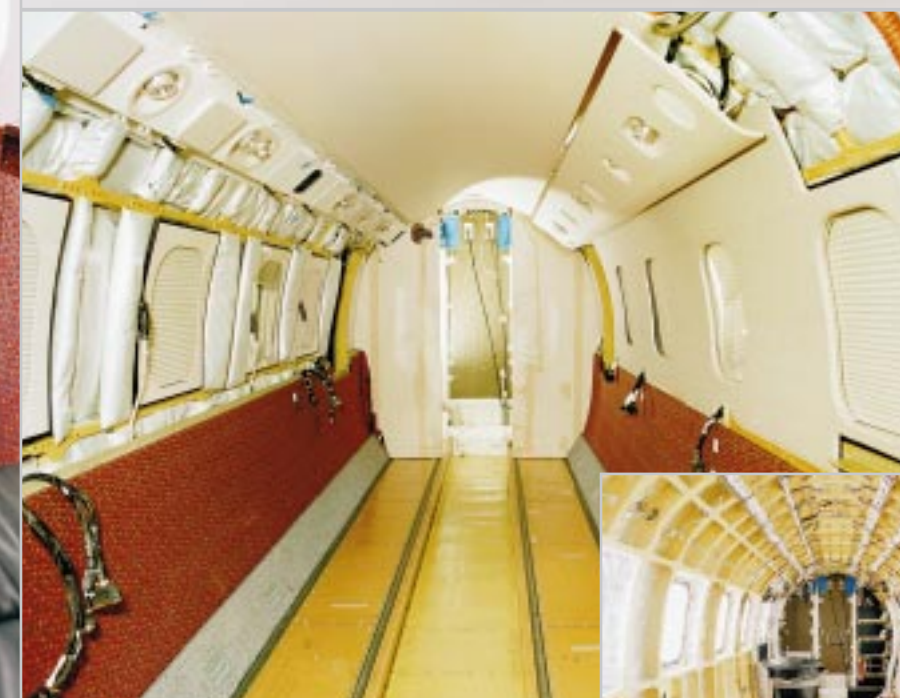
For more information about our completions capabilities, call **Jeannine Falter** or **Tracey Caciola Boesch** in Duncan's Completions Design Center at **1.800.228.4277**.



The exterior paint scheme was designed with Burgundy and Black stripes and a Dark Gray base color to coordinate with the interior color scheme.



The lavatory includes an externally serviced, electric flushing toilet custom-designed vanity cabinet and baggage/garment storage compartment. The vanity cabinet incorporates a stainless steel sink, faucet, trash compartment, tissue dispenser and custom "faux-finished" countertop.



The galley, installed aft of the entry door, includes a microwave oven with KGS sine wave inverter, coffee service, roll-down soda storage, two ice drawers, miniature liquors, cup dispensers, gasper-cooled catering storage, pull-out auxiliary work surface, bottled water and juice storage, condiment storage and a custom, hand-painted, faux-finished countertop. All cabinets, bulkheads and pocket doors are finished with an exotic wood veneer with a hand-rubbed, high-gloss finish.

Duncan Facts

Last year, the Duncan Aviation Line Crew pumped 4,581,000 gallons of Jet Fuel and 169,635 gallons of Av Gas.

Duncan Aviation is growing its Gulfstream maintenance capabilities and can perform maintenance on GIIIs, GIIIs and GIVs. In fact, we sent our newly formed Gulfstream team, headed by Pete Hubbard, to Savannah, Ga., to receive factory training. In addition, we recently purchased the tooling needed to add the GIV to our repair station certificate.

In 1996, Duncan opened 19,396 work orders in its Instrument & Avionics Component Services area and shipped 11,356 free loaner units to repair/overhaul customers.

Duncan's maintenance, completion and modification capabilities for the major categories of business aircraft is astounding. Following is a short list of some of the projects that Duncan Aviation performed in the last 12 months, categorized by aircraft type.

IAI Aircraft — Westwind/Astra
18 C checks
9 fuel panel service bulletins
1 4,800 Hour SIP
1 9,600 Hour SIP
Several windshield changes
8 major exterior/interior recompletions
6 exterior-only completions and recompletions
7 FMS/GPS installations
1 TCAS installation
2 ProLine II radio installations
3 installations of our STC'd APU system

Citation
26 Phase 5 inspections on various 500, 550, 560 and 650 models
1 10,000 Hour
6 windshield changes
Several Phase 14/40 inspections
25 major exterior recompletions
7 major interior recompletions
13 new FMS/GPS system installations
15 TCAS installations
1 EFIS system installation

Falcon
13 C or 2C checks on various 10s, 20s, 200s, 50s and 900s.
16 major interior recompletions and avionics upgrades, including a major modification/configuration change on a Falcon 900
11 exterior recompletions

Hawker
5 24-month inspections
6 48-month inspections (4 of these were model 800 8-year inspections and 1 was a model 800 12-year)
8 major exterior and interior recompletions
7 TCAS system installations
9 FMS/GPS installations

Learjet
10 12-Year inspections
2 12,000 Hour inspections
15 1,200 or 2,400 Hour inspections
Several windshield changes on 25s, 35s, 55s and 60s
14 major interior and exterior recompletions, including several Lear 31-style headliners in 25s and 35s
15 new FMS/GPS system installations
7 TCAS installations
2 HUD system installations
Several Duncan-developed bleed air improvements, floor warmers and forward a/c modifications



Notable For Rotables.



Next time your airplane needs a rotatable part, there's one name that can save you time and money: AVPAC, the industry's best source for rotatables. We stock an

inventory of rotatables for all major aircraft—especially Citation, Falcon, Hawker and Learjet. So our response time is second to none. Add our special pricing and full technical support, and you'll know why more and more operators are spreading the word about AVPAC. Check our Website

for the complete story, or call us direct. We'll prove that in a world of understocked, overpriced parts suppliers, there's one notable exception.



AVPAC is the full-service part/component/rotatable/avionics sourcing solution of Duncan Aviation. Call 402.475.4125 or 800.228.1836. Ship to: AVPAC 3410 W. Mathis Street, Lincoln, NE 68524. Fax: 402.479.1519. http://www.avpac.com



AVPAC is Duncan's Parts, Components, Rotables And Avionics Sourcing Solution

AVPAC has a \$90 million/370,000 line item pool of piston and turbine aircraft parts that is unmatched in the industry. We are unparalleled in our ability to deliver components, rotatables and avionics. And AVPAC's tech reps provide technical service second to none! Find out for yourself. **1.800.228.1836**