### **Duncan Aviation** in Top Echelon o **Service Centers**

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e Again Received Top rofessional Pilot Magaziı



urvey ranked Duncan Aviat s the **#1 Avionics Shop**, tl **1 Maintenance Center** a ne #2 Completions Cente n addition, Duncan's satelli vionics shop located in the J, was recognized as the #7vionics Shop in the countr

amed the #1 Avionics Shop ince the *Pro Pilot* survey be nat category, a total of 12 Best Maintenance Center tit very year but one since 198 n 1988, Duncan was voted

The big news, however, is t ldition of Duncan Aviation eterboro Shop as the #7 vionics Shop. This is the fi me Duncan has had two vionics shops in the Top 10 ddition to high-quality avio epairs and overhauls, our T hop, give Shop Manager **Ter** Markovich a call at 201.288.1550

#### Learjets Are a Way of Life for Danny Brown, Bill Schroeder

Duncan Aviation Learjet Technical Specialists Bill Schroeder and Danny Brown make Learjets their business . and they've been in business for a long, long time.



Bill Schroeder and also serves as co-pilot on some of our Lear test flights. In addition, he has helped Duncan live up to his basic philosophy: "If it once worked, we can make it work again."

Bill began his aviation career 32 years ago, working in the Air Force with the B-58 Hustler. After his stint with the service, Bill received flight training, earned his A&P and began working at Capitol Aviation in Manhattan, Kan. Three years later, he joined Learjet Corp. in Wichita and provided customer service and technical support there for 11 years. While with Learjet, he was involved with many of the growing pains of the Lear 30 and 50 series aircraft.

Danny, our other Learjet Technical Specialist, has had an ongoing love affair with Learjets for about 24 years now. He began his aviation career in 1969 as a sheet metal specialist supporting the German Air Force on T-37s and T-38s. After earning his A&P from the Aero Technical Institute, Danny provided sheet metal and electrical support on F105D and F models for the Kansas Air National Guard.

Danny spent more than 17 years with Learjet Corp. in Wichita, Kan., and Tucson, Ariz. His background with Learjets consists of extensive final assembly, manufacturing production work, avionics and optional equipment installation, as well as customer service mechanic, environmental specialist and technical representative.

During his six years with Duncan Aviation, Danny has enhanced his industry-wide reputation as a Learjet environmental specialist.



Using his extensive knowledge o cabin pressurization, bleed air extraction and cabin temperature control sysems. Dannv nas developed TC modifica tions to

Learjet 55s and 35/36s that greatly enhance the reliability and maintainability of the bleed air mix valves and bleed air shutoff and regulating valves, while resolving pressurization problems, engine ITT splits and Aeronca Thrust Reverser deployment split problems. He has also gained an extensive background knowledge of the operation and troubleshooting of the Bendix voltage regulator and generator systems on both the 35/36 and 55 models.

Bill and Danny use their deep Learjet experience and knowledge to assist our Learjet maintenance teams here at Duncan. They help troubleshoot problems and raise the overall expertise of our crews with on-going in-house training.

With all of this experience at your disposal, you'll want to talk with Danny or Bill if you're having trouble with your Learjet. We also have five other equally qualified Technical Specialists available for owners of Citations, Falcons, Astras, Westwinds and Hawkers. All are here to offer their expertise to customers 24 hours a day, seven days a week, free of charge. They're just one example of the added value you receive when you do business with Duncan Aviation.

To reach **Danny**, **Bill** or our other Airframe Technical Representatives, give them a call. To learn more about our airframe maintenance services, call Tom Burt, Lynn Stepanek or Don Petersen. 1.800.228.4277.

#### **Up-to-the-Minute Fan Disc Inspections**



a non-destructive test on a new-style For more information about our Engine Shop

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racks in the new-style TFE731 fan discs, p/n 3563-2. This required the purchase of a new

use now for years, allowing us to maintai

TFE731 fan disc. capabilities, contact Cecil Sloan or Jon Dodson with Engine Service Marketing. For information about our NDT procedures, contact **Chris** Gress with Accessory Marketing. 1.800.228.4277.



# Marketing by Consignment

Duncan Aviation has been a recognized leader and innovator in the field of aircraft remarketing for 40 years now.

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All in all, we've sold more than 2,300 turbine aircraft. And our more than 700 employees-linked by a network of satellite facilities and service marketing representatives throughout the world—give us first-hand access to, and knowledge of, the aircraft marketplace unmatched by any other brokerage or resale organization.

So if you're thinking about selling your aircraft, you'll want to consider Duncan's Marketing by Consignment program, which puts all these resources at your disposal in a complete package, designed to give you maximum market

### We Just Keep Doing More..

Duncan Adds New Components Capabilities and Services



This program provides you with expert representation, real-time market research, ongoing sales activity updates, advertising and promotion, negotiation support, pre-purchase representation for your aircraft by one of our Technical Representatives, comprehensive support capabilities, and help with contracts, closing and delivery.

At the right, you'll find some of the aircraft we currently represent. If you'd like more information about any of them, call one of our Aircraft Marketing Representatives at **1.800.228.4277**.

In response to customer requests, Duncan Aviation's Components Services areas-consisting of the Avionics, Instrument and Accessory Shops-have added some new capabilities and services.

■ The DME/Transponder team in our Avionics & Instruments Shop can now repair and overhaul Bendix/King MST67 and TDR-94D Mode S transponders as well as the DME 442.

■ Our Accessory Shop can repair and overhaul more components associated with the Allied Signal TFE731 engine, including thermally compensated switching valves for Learjet 35s, Hawkers, Astras and Westwinds. In addition, we can repair and overhaul gearbox pressurization breather valves, surge bleed valves and solenoid control valves.

■ In response to Learjet's new stab actuator inspection requirements, the Accessory Shop has enhanced its stab actuator inspections to include both the 600 Hour inspection and the 12,000 Hour inspection at the same time—for the same low flat rate charge as the regular 600 Hour overhaul.

Our Citation-certified NDT technicians have been traveling to customer facilities as far away as Argentina to help Citation operators comply with

Accessory Technician III Rich Kastl prepares to test a bleed switching valve. Duncan Aviation can now repair and overhaul components associated with the AlliedSignal TFE731 engine.

the Eddy current and ultrasonic NDT requirement of the Phase Inspection.

In addition, our Avionics & Instruments Shop is setting up FDR capabilities. By purchasing special equipment and constructing 25 feet of new bench space, we will be able to repair and overhaul all Sundstrand model 980-400 series flight data recorders within the next month. We've been repairing and overhauling other CVRs for 15 years. The new equipment will give us complete FDR capabilities to include tane rewinds on all makes and models.

As always, our Components services include free technical and troubleshooting support 24 hours a day, free loaners from our \$7.5 million loaner inventory and one-day quick-turns on many repairs and overhauls.

If you have any questions regarding our Avionics and Instruments capabilities, please call our **Avionics Tech Reps** at **1.800.LOANERS**. If you have any questions regarding our Accessory capabilities, please call Rick Whitesell or Chris Gress at 1.800.228.4277.





989 Astra SN 031 LH Engines; Collins EFIS-85 ght Director; APS-80; TAS; Du bal GNS-X; Collins WXT-250 olor Radar; One Owner.



985 Falcon 200 SN 5 ionics; Dual EFIS 86C KHF95 lor Radar; Dual Global GNS th Single GPS Sensor; Flitefon PWS; Heads Up Checklist.



79 Conquest II SN 441-009 ) TT; -10 Engines: 2.069 TS( mble 2000A GPS; Paint and terior by Duncan Aviation, 199



9 Westwind I SN 244 **92 TT; Fresh C-Check by** ncan Aviation; Collins FliteFo



93 CitationJet SN 525-01 S/VLF/Omega; TAS and Fue ow Inputs to GNS-X; Excellen terior and Exterior Condition.



83 King Air C90-1 SN 104 TT: Collins: KWX56 Colo lar: TNL2000 GPS: HF: NGV



earjet 45 SN 024, July 1997 liverv



Life in America was in a state of flux during 1956, a result of political, social and technological forces of great magnitude. These included boycott and conflict regarding segregation in the public schools, the popularity and antics of rock'n'roll singer Elvis Presley, and the increasing use of privately owned aircraft by business travelers.

Many of the new ideas in 1956 are foundations of American society today. Others have gone by the wayside. Either way, it's interesting to look back and see what was happening 40 years ago, when Duncan Aviation got its start.



business aviation was in its infancy and Duncan Aviation was founded.

#### **Politics**

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■ Tension with the U.S.S.R. dominated the foreign relations scene. John Foster Dulles summed up the Cold War in his "brink of war" statement: "The ability to get to the verge without getting into the war is the necessary art."

Martin Luther King led a nonviolent 381-day boycott that ended segregation on buses in Montgomery, Ala.



desegregation in New Orleans, La., a federal court banned all Louisiana laws oppos ing the Supreme Court ruling against segregation in public schools.

■ In a landslide vote, Eisenhower was re-elected. This made him the first Republican president to win re-election since William McKinley in 1900. The Democrats, however, did maintain control over both houses of Congress.

**Arts, Music and Entertainment** 



Jackson Pollock, an artist known as "Jack the Dripper" because he dribbled paint onto a canvas or even poured it directly from a can, was killed at age 44 in an automobile accident.

■ *The Wonderful Wizard of Oz* made its first television debut.

Frank Lloyd Wright completed work on the Price Tower in Bartlesville, Okla., and began construction of the Guggenheim Museum in New York City.

### **Aviation Tidbits**

In their maga- $\sim$ planes as the "air fleet of American business."

Cessna's magazine advertisements featured Mytinger & Casselberry, Inc., International Distributors of Nutrilite, a vitamin-mineral food supplement. The company used a three-Cessna air fleet to "move field sales personnel around twice as fast at less cost than commercial airlines."

According to figures published by the U.S. Civil Aeronautics Administration business flying accounted for 43% of all civil flying other than that scheduled by the airlines and the CAA itself.

"All jet aircraft will take off and land almost vertically in about 30 years," forecasted General Milton W. Arnold, Vice President of the Air Transport Association of America.

The Speed We Need by William P. Lear, Chairman, Lear Inc. ublinbed in Inter Avia, 1956

. during 1955 some 22,000 privately owned business aircraft in the USA flew at least a million more hours than the 2,100 aircraft in our flest of commercial airliners ....

in national and world business the airplane i become an indispensable means of communication made essential to nearly all commercial and professional activities because of their increasing complexities and swift development ....

. The world need for rapidly extending this communication network is as clear as was the need for fire to equip man for the foe Age, writing to pass along his experiences and wheels on which to collect together his possessions.

Dr. Alexander M. Lippisch, a German designer who pioneered the delta-wing air craft and developed the Messerschmitt Me 163 rocket-powered delta-wing interceptor was working on the development of what he called the "Aerodyne." This wingless aircraft supposedly used an "internal liftinducing propulsion system" that enabled it to rise and descend vertically, hover and cruise like an airliner.



### **Business and Industry**

 $956 \sim 1996$ Uncan aviation

■ The new federal hourly wage of \$1 an hour was expected to help about 2 million workers.



American farmers pro duced a new all-time high in food and fiber output.

#### Sports

■ In boxing, Rocky Marciano retired as undefeated world heavyweight champion

■ The NBA basketball championship was won by the Philadelphia Warriors, who defeated the Fort Wayne Pistons four games to one.

■ The PGA golf tournament was won by Jack Burke.

■ The NFL championship was won by the New York Giants, who defeated the Chicago Bears 47 to 7.

#### **Miscellanea**

■ James Dean, a promising young actor who was killed in an automobile accident



Dean's image was summed up by his most famous movie, *Rebel* Without A Cause, in which he played a sensitive adolescent fighting conformity.

■ Dr. Jonas E. Salk's polio vaccine was put on the market by manufacturers. It was given to about 40 million children and found to be 75-80% effective.

■ The suburbia craze began. Little Leagues, Girl Scouts and Brownies became popular clubs for children. Adults, on the other hand, attended cocktail parties, played in bowling leagues and held backyard barbecues weekly on Sundays.

■ Actress Grace Kelly, 26, was married to Prince Rainier III of Monaco, 32, in Monte Carlo. It was one of the most publicized weddings of the decade.

■ Ducktail haircuts were the rage. although they would soon be banned from some schools.

Popular slang words included the following: Cool, Neat, Smooth, Casual, Hang Loose, Hip, Dig, Crazy and Chick.

# **Duncan Aviation: We've Kept Business Flying For 40 Years**

This year marks Duncan Aviation's 40th year in business aviation. During this time, the company has grown to become one of the largest privately owned business aircraft service organizations in the world. Located on an 18-acre site that boasts four hangars with more than 240,000 square feet of work space, our 700 employees perform the following: engine and airframe maintenance; instrument, accessory and avionics repair and overhaul; exterior and interior modifications including paint, design, custom cabinetry and avionics system installation; aircraft consignment and buyer's assistance services; parts sales; pilot services and line service.

While we look forward to a future of con tinuing innovations from our elite corps of 700 aviation enthusiasts, we remember where we've come from-a solid, familyrun business that believes in quality work, fair dealings and long-term relationships.

#### The Duncan Aviation Story

#### 1956

My father, Donald Duncan, got in on the ground floor of the business aviation industry. Through a partnership with Robert Graf of Tarkio, Missouri, and Carl



Lang of Omaha, Nebraska, he acquired the Beechcraft disributorship in Omaha and egan what was to become incan Aviation in 1956.

Donald was an exceptional alesman who quickly earned reputation for integrity. He leveloped a tremendous number of personal relationships with friends and customers all over the world by working

long hours. For two years, Donald commuted to Omaha by air from our farm in Clarinda, Iowa.

Another key factor in Duncan Aviation's success was my father's passion for airplanes. He learned to fly in the 1940s and we always had an airplane on our Iowa farm strip. With Duncan Aviation, Donald could do what he loved most-sell and flyand the results reflected his enthusiasm.

I have always shared my father's love for flying. I took flying lessons in 1958, and soloed when I was 16. Subsequently, I obtained various licenses and began flying charter. When I was still in high school, I sold my first aircraft for Duncan Aviation

#### The 1960s

The sixties were a decade of growth for Duncan Aviation. The family bought out the original partners and established a second facility at the new General Aviation side of the Lincoln Airport in late 1963.

Beechcraft sales and service business grew erratically. Profits had a direct relationship to aircraft sales and the company consistently won its share of sales awards Back then, we viewed service as a necessary evil. It was a management headache and usually unprofitable; nevertheless, it continued to satisfy the increasing level of aircraft sales.

In the early 1960s, Bill Lear's affordable business jet was big news. Donald convinced Lear that Duncan Aviation should be one of the six original distributors for the new Learjet. In 1963, the Learjet was certified. Our first unit was lucky serial #13.



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American Lear Jet Corporation The Lincoln Star, Jun. 7, Bases Service Shop In Lincoln

... The service center will be located in the present Dancan Aviation hangar at the Lincoln Airport ....

incement of the site selection was made by John J. Ramsey of Wichita, Kan., who has been appointed vice president and general manager of American Lear Jet Corp. of Lincoln.

He said the center, first in the ration to specialize in Lear jet service, will emphasize engine overheal and menance for the two-engine jets, which are used mainly by business executives.

Ramsey said the company looked at many other Ramsey sale the company souce at many other communities but settled on Lincoln because its central location makes it possible for any Lear jet in the United States to reach Lincoln within three hours ...

Lear officials said there are now 80 jets in service. Lear officials said there are now 80 jets in service. New ones are being made at the rate of 10 per month. The jets cost some \$595,000 each, carry eight persons and cruise at a speed of 570 miles per hour.

From 1961 to 1965, I attended college, but worked for Duncan Aviation whenever possible. After graduation, I married Karen Kent and the two of us worked at the Lincoln location. At that time, Duncan had 15 employees. Within a year, I became the General Manager, flying all of the charters and handling all the sales even pumping fuel when we got busy.

Business school had honed my analytical and organizational skills. Not many fathers would give a 26-year-old a free hand to manage their business; but Donald recognized that my administrative abilities complemented his talent for sales, and I was elected President of the company in 1968.

By the end of 1968, we had sold the Beech and Learjet distributorships as well as the Omaha facility. In Lincoln, we focused on our Beech dealership and Learjet service authorization.

#### The 1970s

The Lincoln Star, Sept. 17, 1971 Lincoln Is "Gas Station" For Some "Jet Setters"

Duncan Aviation is the place where many of the more than 300 Learjet owners go when they need s, maintenance or a wash job . . .

It's also one of the places to shop when a prospec jet owner decides he wants to spend about \$1 million for a new Lear or about half of that for a used model.

The multipurpose service center for Learjets, one of five such centers in the U.S., was opened in Lincoln in early 1966.

. The center, which has the capacity to handle 14 of the two-engine jets at a time, cares for an average of five jets a week.



The beginning of the 1970s found our industry in a severe recession; but for Duncan Aviation, the best years were yet to come. Sales continued to increase until their peak in 1979, when Duncan sold 71 aircraft and leased 27 with a value of \$35 million.

Sunday Journal-Star, June 26, 1977

... If you've ever wondered what a 28,000 sq. ft. hangar might look like, you can find out this afternoon at Duncan Aviation . . .

The new building, which you can tour, contains panded instrument, avionics and installation departments, said J. Robert Duncan, president.

, Reflecting on the 20-year history of Duncan Aviation, Bob Duncon noted "things are very exciting in this business. But it's surprising how much things are still the same. We went into this vaniness to be one of the best service organization that a pilot could call on, and that hasn't changed.

"What has changed is our technical capability."

800.228.4277

Donald continued to be the driving force behind the aircraft sales effort and regu larly sold over half of all aircraft sold b Duncan. We continued to add services, with the ultimate objective of offering "one-stop" service for our customers.

#### The 1980s

On January 18, 1981, Donald died unexpectedly at the age of 58 and Duncan Aviation hit hard times. Overall profits between 1981 and 1985 were flat. In the past, aircraft sales had accounted for 80 percent of total revenues; but the tide was turning. We formed strong strategies that exemplified



In 1984

we founded AVPAC as a worldwide organization to handle the buying, consigning and selling of general aviation parts.

A handful of satellite avionics shops were opened in 1985 to bring Duncan's avionics services closer to customers. We hired airframe and components tech reps to offer excellent customer support 24 hours a day.

# Sunday Lincoln Journal-Star, July 10, 1985

, Over the years, Dancan Aviation built a worldwide reputation for sales and service of bizjets and other autoraft for business uses ....

Duncan Aviation has a reputation for standing behind what it sells. Legend has it that Duncan maintenance crews have been disporched in the wee hours to some pretty remote regions of the world to uphold that contation ...

When Donald Duncan died in 1981, he left some large shoes for his son, Robert, to fill . . .

, As the General Aviation industry goes through the current shakedown, the companies who maintain their passion for excellence and don't forget where the people who gut them where they are will be the survivors. Bob Duncan is a young man who likes a challenge and, if the past is prologue, Duncan Aviatio, will use this opportunity to enhance its already high starding in the worldwide aviation community -

And we committed ourselves to aircraft service and support. In 1986-for the first time-service sales exceeded aircraft sales. Today, aircraft sales account for less than 10 percent of our revenue.

#### The 1990s

Since 1956, we at Duncan Aviation have made it our business to listen to the needs of our customers. For the most part, thei expectations have not changed much over the last 40 years. They still want a highquality product, delivered in a timely manner, at a fair price. Still, our organiza tion is in a constant state of change because businesses continue to demand ever higher utilization rates and lower hourly costs.

We see more opportunities than ever before in the aviation industry and continue to invest in all areas of Duncan Aviation. We have remodeled our lobby and pilot's lounge areas, built new offices and warehouse space for AVPAC, continually add new capabilities and engineer unusual modifications. We have onceagain received top ratings in the annual readership survey



from *Professional Pilot* magazine, rating #1 in our principle businesses.

We will continue to invest in our company and continue our untraditional thinking in order to find even better service solutions to keep our customers flying another 40 years.



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**Duncan-Develope** Shell Panels Update **Older Airframes** 

The interior installation specialists at Duncan Aviation have designed custom shell panels for all aircraft models, from Learjet 25s to Gulfstreams These one-piece panels give older aircraft the widebody appearance found inside newer business jets.

The custom panels are lightweight, maintenance friendly and isolatormounted, to reduce airspeed and engine noise. The panels are often up to 25 percent lighter and pro vide passengers with more shoulder and headroom height.

To see the difference these panels, as well as a complete refurbishment can make, just look at these "before" and "after" photographs, which show the transformation of a Challenger completed here at Duncan Aviation.

For more information about Duncan Aviation's completions capabilities, call Jeannine Falter or Tracey Boesch in **Completions and** Modifications Marketing at 1.800.228.4277





#### **Duncan Develops Hawker** Weather Curtain

This drop-down weather curta as designed by Duncan Aviation's nterior installation specialists. The eep cold air, rain, snow or other clement weather outside the o dampens airspeed and engine ise and provides a quieter ride.

# **Duncan Aviation's Interior Specialists Find Creative Solutions to Please Customers**

**Before** After











# **AVPAC is Making Some Big Changes**

From new offices to new services to the unveiling of internet access AVPAC is making a big splash in the aviation parts market.

Duncan Aviation's parts distribution network, AVPAC (or the Aviation Parts and Communications network), has been fairly quiet over the years. But it hasn't been still.

Since its inception in 1984, AVPAC has continued to build its inventory of general aviation parts, add new services and look for ways to make its services more accessible and easier to use for the customer. These things have slowly been implemented, tested and made available for customers

Now, we're ready to tell you about AVPAC's evolution.

AVPAC now offers more services than ever before. The company has a huge \$90 million inventory of more than 250,000 general aviation line items. This includes airframe, engine and miscellaneous parts as well as avionics and rotables. The company also offers managed repairs and inventory and salvage appraisal services.

AVPAC has continually increased its customers and consignors. The

# **Our Lobby is Now More Convenient**

The next time you stop by Duncan Aviation, you'll be greeted with a new lobby and an updated pilot's lounge that are full of conveniences.

Under construction since last fall, the final touches were placed on Duncan Aviation's lobby and pilot's lounge areas this spring. Duncan customers will be pleased with the added features.

"Before we had plans drawn up for the lobby, we asked customers what they would like to see," says Kris Patrick, Manager of Line Services. "Those items were then integrated into our lobby and lounge designs."

"We're thrilled with the results," Kris continues. "Not only is the lobby design more aesthetically pleasing, but it allows us to better serve our transient fuel customers, making them feel more at home and allowing them to be more productive while they're staying with us."

The new lobby features many conveniences, including direct ramp access and views, a coffee bar, private telephone accommodations, datajacks for computer and modem hook-up and additional baggage storage. A new pilot's lounge with a private rest area and an improved weather-planning station has also been completed.

Besides updating the lobby, Duncan built a common backshop location to better utilize maintenance space in the hangars. In addition, the company created a stand-alone chemical storage building to provide more convenient, centralized access to every chemical Duncan Aviation uses and to ensure environmental protection and safety for employees, customers and the community.



arts fron VPAC's ore than

50.000 lin

**AVPA** Warehouse Specia Ma Mc narts around t world









Duncan's new lobby provides direct ramp access. views and amenities like a coffee bar, private telephone and data jack accommodations, additional baggage space and an improved weather-planning station.

company receives more than 10,000 parts inquiries every month from across the United States and as many as 90 countries. And when AVPAC doesn't have a part in-stock the salespeople often know how to locate the part for the customer.

AVPAC added about 17,000 square feet to its existing warehouse this winter, allowing the company to have administrative, sales and office staff in the same proximity as its inventory and shipping and receiving personnel. This allows better communication between sales and shipping and lets AVPAC respond even faster to customer requests. The addition also provides AVPAC with more inventory space.

AVPAC has also invested in a home page on the internet that lets customers conduct parts searches, make quote requests, apply for credit and order parts from inventoryall available online 24 hours a day. The entire AVPAC database is avail able online and updated regularly.

To learn more about AVPAC, contact us online at http://www.avpac.com or call Wayne Matthes or Bob Tooker at 1.800.228.1836.

# eather and (key) chains

versary, we're having a sp We've located some beautif omized. We'll give one awa ry month from August by during these months.

y dropping in this August, ll get a special bonus. Every o comes to our Front Desk wi ceive a pewter keychain in

## iving Us Feedback ould be Worth Your

ekly focus group meetings and eived some great feedback om our meetings and surveys a result, we've implemented

ompletion of these surveys even ore worth your while. The tered in a quarterly drawing

So far, we've given away two o e handheld systems. To-date, vion of GTE Telops and Scott niss your chance to win. Make ure you let us know where we an improve and what we did well

### **Duncan is #1 in Avionics Installations**

At Duncan Aviation, we perform many avionics installations. As a matter of fact, we've sold and installed more avionics systems than some original equipment manufacturers.

For example, Duncan Aviation sold and installed more systems in 1995 than all other AlliedSignal CAS sales and service centers in the country. (This includes combined sales of TCAS, GPWS, FMS and FliteFone systems.) We were also named the top FMS dealer in 1995 by Universal Avionics Systems. We sold these systems in addition to several Collins and Honeywell systems.

The reason we sell and install so many avionics systems is simple: Duncan Aviation has long been recognized as an organization that is on the leading edge in knowledge, creativity and responsiveness.

"Although we're the largest dealer for many of the avionics systems manufacturers," explains Gary Harpster from Duncan's Installations and Modifications Marketing group, "we pride ourselves in offering the flexibility to design a custom avionics system that meets our customers' current and future needs."

"We do this," he continues, "even when the customer is unsure of his requirements. We ask questions and solicit input from management as well as the flight department as to the requirements a specific company may have. And since we work with avionics systems every day, we can sort through the often-conflicting information within the industry."

Our avionics installations salespeople know and understand the capabilities and limits of each system they sell. They understand which systems will interface with an existing aircraft configuration. With this knowledge, they offer operators the maximum utilization of whatever system they choose.

If you're considering avionics upgrades, you'll want to talk to the experts at Duncan Aviation, who can offer you various options and ideas to help make your time in the cockpit safer and more productive.

For more information about our avionics installations capabilities, contact Gary Harpster, Ron Hall, Dave Pleskac and Steve Elofson in Installations and Modifications Marketing at 1.800.228.4277.

#### oking for RVSM lutions?

he FAA recently moved the SM) standards from Jan. 1 7, to March 1, 1997, in orde

Duncan Aviation's RVSM tean s been busy gathering inform effort to develop RVSM solu ns for non-grouped aircraft. im members have met with Aircraft Certification Office Wichita as well as a flight amics engineering firm to b ing for the certification of -grouped aircraft.

eloping a hardware package gned up for RVSM-related lifications.

SM, contact Dave Pleskac n Modifications Marketing 1.800.228.4277.

### **Duncan Avionics Will Be Available Direct From FBO Planning Rooms, Lobbies**

The next time you run into avionics-related troubles and you happen to be at an FBO that doesn't provide avionics service or troubleshooting, you may just be in luck. Duncan Aviation is making its #1-rated avionics services available through special direct phone-line kiosks that will be installed in flight planning rooms and lobbies at participating FBOs throughout the country.

Called Duncan Direct, these phones provide direct access to Duncan Aviation's Avionics Tech Reps, located at our main facility in Lincoln, Nebraska. Our Tech Reps can provide free avionics troubleshooting, schedule avionics repairs or overhauls and ship free loaner units. If you happen to be at an FBO or airport where Duncan

has a satellite avionics facility, you can also contact that shop through Duncan Direct.

To access Duncan's services, simply pick up the receiver and press the corresponding red button to direct your call to the local facility or to our home shop in Lincoln, Nebraska.

For more information about the Duncan Direct system, which is currently available at a handful of facilities, contact Don Fiedler in Business Development at 1.800.228.4277.

Duncan Direct phone line kiosks will provide quick access to Duncan Aviation's Avionics service, even if you're stuck at an airport without avionics service





#### It's Tough to Buy in a Seller's Market

v months, you've got your work cut out for you. Right now, it's a seller's market.

For example, in 1993, there were around 70 Learjet 35As available. Now,

/hen the market tightens like this, you can take advantage of good purchas have a complex network of contacts that help us learn about new market ntatives acting as your eves and ears, this means you can get first shot at

cellent airplane at a good price—provided they have the right resources.

or more information, call JetResources at 1.800.228.4277.

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