

AVPAC ordering, parts searches, RFQs now available on the Internet

AVPAC, Duncan Aviation's general aviation parts distributor and warehouse with more than 370,000 avionics, airframe, engine and miscellaneous line items, recently debuted on the Internet with a Home Page that allows customers to search AVPAC's parts database and place orders online.

Located at <http://www.avpac.com>, the Internet site provides viewers with information about AVPAC and its parts consignment program, the ability to search from AVPAC's more than \$90 million inventory of new and consigned general aviation parts, and an account application for online ordering. Within minutes, customers can browse for desired parts and place an order over the Internet 24 hours a day. What's more, orders can be shipped the same day, if ordered before 5:30 p.m.

The process is fast—and easy. To prove it, we show you how you could search our parts database or make a request for quotation over the Internet. For more information, check out our Internet page or call **Wayne Matthes** at **800.228.1836**.

How to search and order online

Once you reach our home page, your first step is to select Search and Order from the AVPAC Parts Inventory option. This will bring up our Parts Ordering System.

Existing AVPAC or Duncan Aviation customers with a valid AVPAC or Duncan Customer ID can search for and order aviation parts.

Those without an established account can search AVPAC's parts inventory from our Search Only page, but will not be able to order over the Internet.



If you do not already have an open account with AVPAC or Duncan Aviation, you may go to our online Application for Open Account form, fill out the online applications and e-mail it back to us or download the application, fill it out and drop it in the mail. (These options are located on our How to do Business With AVPAC page.)



After entering your customer identification number in the open field, click the Enter Ordering System button. You are now in our ordering system. Note that your company name will appear at the top of the search page. (The company name in our graphic is Test Aviation.) You can now search our inventory by part number.

In the Part Number field, key in as much of the number as you are sure of to get the fastest response time. Broad

Making a request for quotation

If you'd prefer to make an RFQ rather than search AVPAC's inventory online, click the selection Request for Quotation to bring up the RFQ screen.

After entering your customer code or an Internet ID code (which you can request from AVPAC), click the Go to RFQ command. A form for RFQ items will appear. Enter an item, the quantity you desire, the part number, the condition required and a description. Then press the Request Quotation button below the table to have your request processed. It will immediately be e-mailed to one of our AVPAC representatives.



searches will give you a slower response time. So we suggest that you leave off the last dash numbers so close matches may be found and you'll avoid missing a match because of subtle differences like 01 and 001. Once you've typed the number, press the Search button.



In just a few seconds, your computer screen will display results from your parts search. If there is a direct match, it will be displayed. If there is not a direct match, the page will display the next-closest match in the Order (ORD) area. The part number, description, quantity found in AVPAC's warehouse, list price and AVPAC's list price will also be posted on the results page.



Condition Codes immediately follow the part numbers in the Part Number field. The codes are:

- A As Removed From Aircraft
- C Core
- F Factory Exchange
- N New Surplus - No Factory Warranty
- O Overhauled
- R Repairable
- S Serviceable

(Note that we display the number you were searching for at the bottom of the results page and give you the option to send in a Request for Quotation for that part along with, or instead of, your order. Just click the RFQ button.)

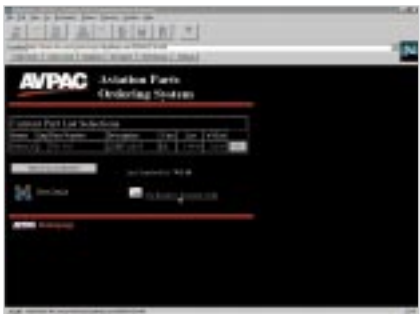
About our inventory

AVPAC's parts inventory is continually changing. New parts are received and inventoried parts are sold on a daily basis. The inventory placed on the Internet is updated periodically. However, there is a small chance that you may order a part that may have already been sold. In the unlikely event that this happens, we will contact you immediately and will do our best to locate the part through our network of parts suppliers and consignors.

In addition, you may be looking for a part that we have received since the Internet inventory was last updated. If your desired part isn't on the Internet inventory, give us a call. We have the reputation of locating parts when our customers need them.



To order a part, simply enter the quantity you'd like and click the ORD button. You will then see a summary of your order. From this point, you have the option to do either a New Search or, if you are finished, click on the I'm Ready to Send my Order command.



Your order will not be placed until the I'm Ready to Send my Order button has been clicked. After this is done, you will be prompted to select the method of shipment.



When you've completed the information, click the Regular Ship Order button. The order will be e-mailed to AVPAC's Sales Department.

After the order has been placed, you will immediately receive notification from the system, consisting of a summary of your order and shipping arrangements you've selected.



You know Duncan Avionics-Van Nuys for its avionics repairs and overhauls . . . Now we do avionics installations as well

Located in the Clay Lacy Aviation facility at the Van Nuys Airport, Duncan Avionics-Van Nuys has been performing full avionics line repairs, including wiring repairs and troubleshooting, for years. Now, the full-service avionics shop can install avionics systems including FMS, TCAS, GPWS, inflight telephones... practically any avionics upgrade you'd want.

Customers of Duncan Aviation-Van Nuys will enjoy working with the shop's knowledgeable technicians. John Robertson, a 10-year employee of Duncan Aviation, is the shop's Avionics Manager. Todd Wood is its Installations Manager. And Mike White is an Avionics Technician. Together, they have more than 50 years of avionics repair, engineering system design and installation experience.

Located at the Clay Lacy Aviation facility in Van Nuys, Duncan Avionics-Van Nuys coordinates interior panel removal and replacement with Clay Lacy's experienced interior specialists.

Like Duncan Aviation's other satellite shop locations, Duncan Avionics-Van Nuys is backed by Duncan's Lincoln facility, which has been voted the #1 Avionics Shop in the United States annually since 1985 by readers of *Professional Pilot* magazine. That means the technicians have the support of state-of-the-art engineering and systems design at our headquarters. In addition, Van Nuys customers have access to Duncan's \$7.5 million inventory of free loaner units and 24-hour technical support. And the Van Nuys shop can coordinate accessory repair, overhaul and exchange with our Accessory Shop in Lincoln.

For more information about the Van Nuys shop, give **John Robertson** or **Todd Wood** a call at **818.902.9961**. To find out more about the avionics installation work our satellites can perform, call **Dave Pleskac** in Lincoln at **1.800.228.4277**.



John Robertson



Todd Wood

Skip Laney offers support to Learjet operators

In August, Skip Laney joined Duncan's Service Sales support team as a dedicated Airframe Service Sales Representative for Learjet operators.

In this position, Skip will help our Learjet customers with pricing proposals, maintenance planning and scheduling. Skip's expertise and abilities make him a big asset to the Technical Specialists, Service Managers and Team Leaders



Skip Laney

who specialize in Learjet service here at Duncan.

For the past six years, Skip has worked at Bombardier Aviation Services in Kansas and Texas as a Technician, a Customer Service Representative and a Regional Sales Manager. In addition, Skip is a licensed A&P and a private pilot.

Skip's passion for high-quality service work and outstanding customer service, along with his knowledge of Learjets, make him a great fit for Duncan Aviation and our customers. If you'd like to learn more about Skip, give him a call at **1.800.228.4277**.

Flights of Falcons

Duncan Aviation has the facilities, resources and know-how to offer one-stop acquisition advice and support service for all the major business jets. Recently, however, we've given Falcon operators a lot of attention, assisting operators of everything from Falcon 10s and 20s to 50s, 200s, 900s and even 2000s.

Through JetResources, our aircraft acquisition service, we help operators locate the right Falcon for them. We've recently helped three customers acquire Falcon 50s, advised another on the purchase of a 20F-5, and performed one 200 acquisition, not to mention a handful of 10 acquisitions.

In addition, our Marketing by Consignment representatives have sold a Falcon 20F-5 and several Falcon 10s.

The reason so many Falcon operators turn to JetResources for advice is simple. Our knowledgeable acquisition experts are backed by dozens of expert Falcon technicians and technical representatives.

For example, throughout the last year, we've completed 16 major Falcon

interior, avionics upgrade and modification projects. We've painted five Falcon 50s, four Falcon 10s and one 900. And we've performed many inspections, including 13 C Checks on a variety of Falcon 10s, 100s, 20s, 200s, 50s and 900s.



Premium Aircraft Offerings

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



1992 Citation VII, SN 650-7010
2,100 Total Time; 1,250 Landings; Honeywell Five-Tube EFIS; Dual Global GNS-X With GPS; Global AFIS; One Owner Since New.



1985 Falcon 200, SN 507
3,458 TT; MSP; Thrust Reversers; TCAS I; Solar APU; Collins Avionics; Dual EFIS 86C KHF950; Color Radar; Dual Global GNS Series 1000 VLF/Omega System With Single GPS Sensor; Flitefone; GPWS; Heads Up Checklist.



1967 Falcon 20C, SN 102
2,235 TSOH, 25 TSHSI; Collins APS-80 Autopilot; Collins Proline Avionics; New Fireblocked Interior; Excellent Maintenance Status.



1997 Learjet 45, SN 024
Delivery July 1997; Paint, Interior And Equipment To Your Specifications.

Also Available:
1979 Falcon 10, SN 128
4,895 TT; 3,647 Landings; LH Engine, 960 TSOH; RH Engine, 1,680 TSOH; JSSI EMS Engine Program; Thrust Reversers; Wulfsburg Flitefone VI; Recent 2C, 3B Inspections by Duncan Aviation.



Duncan has provided 40 years of quality line service

The next time you're flying over the Midwest, stop by Duncan Aviation for a break. We offer complete, reliable line service 24 hours a day. Our mid-continent location provides you with uncongested skies, long runways and short taxi time. In addition, we're a full-service aircraft support facility that offers many conveniences for transient pilots.

- They include the following:
- 24-Hour Full-Service FBO
 - Quick Turn Fueling
 - Certified Line Technicians
 - De-ice, Airstart & Preheat
 - Heated Hangars
 - Detailing & Lav Service
 - Free Coffee & Ice
 - Free Ramp Space
 - Free APU Starts
 - Baggage Handling
 - New Lobby & Pilots' Lounge

- On-Site Car Rentals
- Discounted Hotel Rooms
- Catering Service
- Courtesy Cars/Vans
- Phone Room/Computer Modem Jacks
- Weather Planning Radar
- Conference Rooms
- Sleeping Room
- Charter Service
- Avionics Loaners
- ARINC 128.95

Duncan is now factory-authorized to repair Allied Signal GNSXLs

Duncan Aviation's Instrument & Avionics Component Services is now authorized by Allied Signal to repair the GNSXLs series of navigation systems. In order to add this capability,

Duncan invested in new equipment, manuals and factory training for the newly formed GNSXLs team. For more information about these services or our other avionics and instrument

repair and overhaul capabilities, contact our Component Services Tech Reps at **1.800.228.4277**.

Stop by Duncan Aviation at NBAA '96, Booth #2161 and win a bit of history

Stop by the Duncan Aviation booth, #2161, at NBAA '96 from Nov. 19-21 in Orlando, Fla., and register to win one of nine Duncan Aviation 40th Anniversary Edition Letter Jackets that we'll be giving away. You can also talk to our maintenance, completions, avionics and aircraft acquisition experts, who are there to answer your questions, help determine your needs and provide you with cost and turntime estimates.

Stop by and help us celebrate!



Lincoln Airport
P.O. Box 81887
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A Message From The Chief Pilot

It is hard to believe that another year has passed and it is time once again for the NBAA convention. Duncan Aviation is proud to be an exhibitor again this year. Our exhibit pays tribute to our more than 700 talented and committed employees. It also celebrates our 40th year in providing sales and service to business aircraft operators.



Please stop by our booth, #2161, and say "hello." It is always a pleasure to see old friends and make new aviation acquaintances.

As our 40th Anniversary year comes to a close, I want to take a moment to reflect on some of the changes that have occurred at Duncan Aviation in 1996. The majority of these changes have been in response to the wishes of our customers and will allow us to serve you better.

These changes include the remodeling of our lobby and pilots' lounge areas, in which we added many conveniences like direct ramp access and views, private telephone accommodations, data jacks for computer and modem hook-up and additional baggage storage. We have also refined customer service by forming aircraft-specific teams with some of the most knowledgeable people around. We have continued to explore new product offerings, added service capabilities and explored better and more efficient ways to complete repairs, inspections and completions/modifications projects.

J. Robert Duncan

We have ramped up capabilities at our avionics satellite shops, allowing them to complete an ever-increasing number of avionics system upgrades and installations. We have continued to apply for and receive more STCs than virtually anyone else in the business, and are preparing a new approach to FMS installations.

We have also increased our presence on the Internet with a Duncan Aviation home page at <http://www.duncanav.com> and an AVPAC home page at <http://www.avpac.com>.

While the Duncan page provides you with information about our maintenance and support services, the AVPAC page allows you to perform inventory searches and order parts online.

Duncan experts will be available at our NBAA booth to answer any questions you may have about these and the other exciting changes and plans underway at Duncan Aviation. Please stop by our booth, #2161, and say "hello." It is always a pleasure to see old friends and make new aviation acquaintances.

Duncan adjusts A4/A5 nozzles to fine-tune TFE 731 engines

The goal of Duncan Aviation's 30 Engine Shop technicians is to make your aircraft's engines run as efficiently and reliably as possible for as long as possible. One way they accomplish this for Garrett TFE 731 engines is with our CCDI Effective Flow Area Test Bench, more commonly known as an A4/A5 nozzle flow bench.



Engine Specialist Jeff Schwabke prepares a Garrett 731 turbine nozzle for analysis on Duncan's A4/A5 nozzle flow bench.

This bench is a complete system for measuring the Effective Area of turbine engine parts. A nozzle's exit area is critical in maintaining the fine balance of speed and temperature in the turbine engine. By making adjustments to the A4/A5 nozzles, Duncan can precisely fine-tune 731 engine speed and temperature margins.

This provides several advantages for operators. First, we "customize" an aircraft's engines by optimizing their margins. By determining each engine's temperature and speed margins and bringing the margin sets closer together, we allow an aircraft's engines to operate at a more efficient level. This provides operators with more engine efficiency and better performance. Because we do this in-house, we shorten an operator's downtime. We've also been known to save operators money by replacing fewer parts.

Jeff Schwabke, one of our Engine Specialists, explains: "After flowing a set of engines, we often find that we can build both engines to closer margins by interchanging parts from one engine to the other. This means fewer parts are replaced, eliminating those charges for the customer."

Jeff was the first Duncan engine technician to receive Allied Signal training for the bench. He attended classes in 1993 and is now responsible for the personnel training program. He is also responsible for maintenance of the system, which is no small task.

Before a nozzle can be tested, 100 psig compressed air is supplied by the compressor to a dryer and a series of filters. This removes any debris and dries the air to a -40° dewpoint. This air is then supplied to the test stand, which in turn charges four 240-gallon receiver tanks to 85 psig. Once a test is initiated, this stored air is discharged through a sonic nozzle and then through the part being tested. Pressures and temperatures are monitored at numerous locations to derive a value for the exit area of the test part. This area can then be used to finely tune the performance of the turbine engine to increase its performance margins and service life.

Our A4/A5 nozzle flow bench is just one more reason to bring your engines to Duncan. Virtually all Major Periodic Inspections (MPIs) and maintenance procedures can be handled right here, giving us more control over engine specifications, downtimes and repair costs.

For more information about our engine maintenance capabilities, contact Cecil Sloan or Jon Dodson at 1.800.228.4277.



Behind every Duncan production is an all-star cast.

- Aircraft Interior Products *Grospoint Fabric*
- Aircraft Modular Products *Double Club Seats & Divan*
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- Sealth Aero Marine *Cabinet Latches*
- Spinneybeck *Seat Leather*
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Do you have questions about FMS systems? See Duncan Aviation at the NBAA or give us a call. We'll give you some straight talk.

Puzzled by the accuracy of your long-range navigation systems? Looking for a solution to your FMS woes? Look no further than Duncan Aviation.

For the last several months, Duncan's avionics experts have been exploring and researching options for Flight Management System (FMS) installations in a variety of aircraft from Learjets to Gulfstreams. We're now ready to share this information with you.

Duncan Aviation has developed a fast, high-quality FMS installation program. Available at our headquarters in Lincoln, Nebraska, and a number of our avionics satellite shops located throughout the United States, this program is designed to take advantage of pre-planning and process engineering so Duncan can offer the quickest turnaround in the industry.

As the Sept. 30, 1997, date for Omega station decommissioning (as set forth in the Federal Radionavigation Plan of 1994) approaches, more and more operators will request FMS upgrades. With those requests, however, will come lots of questions.

In an effort to answer these questions, we have developed an FMS guide called "Straight Talk About Flight Management Systems." This booklet will help you make the right decision for your FMS solution. Pick up your booklet at Booth #2161 at the NBAA. Or call one of our Avionics Installations and Modifications experts—Ron Hall, Gary Harpster, Dave Pleskac or Steve Eloffson—at 1.800.228.4277 and ask them to send it to you.

Win a piece of nostalgia at the NBAA

Since 1956 marks Duncan Aviation's 40th year in business aviation sales and service, we're celebrating with our employees, friends and customers at the National Business Aircraft Association's 1996 convention Nov. 19-21 in Orlando, Fla.

Stop by the Duncan Aviation booth, #2161, and register to win one of nine Duncan Aviation 40th Anniversary Edition Letter Jackets that we'll be giving away. You can also talk to our maintenance, completions, avionics, accessory and aircraft acquisition experts, who are there to answer your questions, help determine your needs and provide you with cost and turn-time estimates.



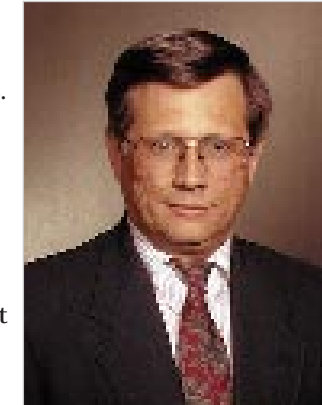
Stop by and help us celebrate!

Duncan Aviation
Booth #2161
NBAA '96
Nov. 19-21
Orlando, Fla.

Mike Hansen joins Duncan Aviation's Avionics & Instrument Team

Mike Hansen recently joined Duncan Aviation as Manager of Avionics & Instruments. In this position, Mike will oversee Duncan Aviation's industry-leading avionics and instrument repair and overhaul business.

Mike brings excellent experience in customer service and avionics repair to Duncan's avionics teams. Before joining Duncan, Mike was Plant Manager of the B.F. Goodrich Component & Overhaul



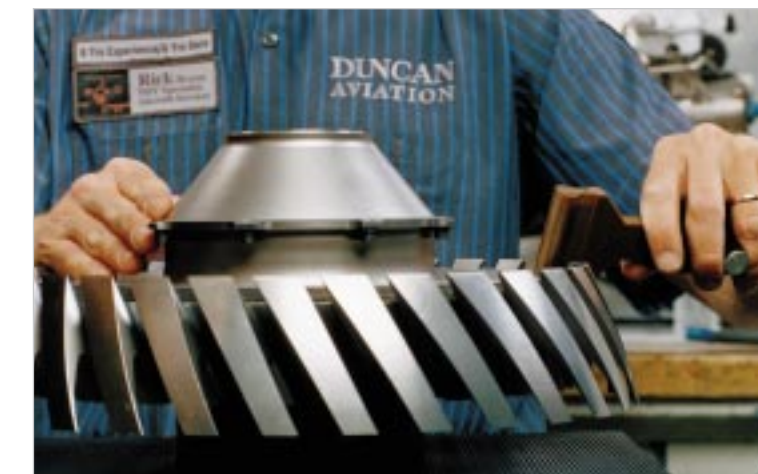
Mike Hansen

Repair plant in Austin, Texas. He also held positions of Director of Technical Operations, Production Manager and Avionics Manager during his seven years there.

Before joining B.F. Goodrich, Mike was a Lead Technician and Avionics & Calibration Technician in Elk Grove Village, Ill., in the 1980s. He began his aviation career with the U.S. Air Force in 1976.

To give Mike a hearty welcome or to find out more about him, give him a call at 1.800.228.4277.

Duncan's NDT Specialists can perform testing for Falcon 20 MCI work



NDT Specialist Rick Braun performs a non-destructive test on a new-style TFE731 fan disc.

The Non-Destructive Testing Specialists in Duncan Aviation's Accessory Shop can now perform the ultrasonic and Eddy current testing needed for the Falcon 20 Major Corrosion Inspection (MCI).

Duncan has performed four of these inspections, which apply to Falcon 20s and are due every 24 calendar years. In order to become factory-certified by Dassault Falcon Jet, NDT Specialist Rick Braun received factory training late this summer.

Duncan's NDT team consists of ASNT Level III- and Level II-certified technicians. Joining Rick are Scott Lau, Todd Evers and Sheri

Williams. They perform dye penetrant, magnetic particle, Eddy current and ultrasonic testing and are certified by Falcon, Citation and Garrett Engine. Since Duncan is a certified repair station for Learjets, they perform the non-destructive tests needed to complete Learjet inspections as well.



Rick Braun

The team has also been known to travel, going to Ohio, Washington, Texas, New York and even as far as Buenos Aires, Argentina, to assist in Citation Phase inspections.

For more information about our NDT capabilities, contact Chris Gress at 1.800.228.4277.

A Sampling of Duncan's Vast NDT Capabilities

Eddy Current
Wheels
Lear skin thickness
TFE 731 engine fan discs
Cessna spare cap inspection (A.D. 79-10-15)
Area (A)
Area (B)
Area (C)
Beechcraft spare cap inspection (A.D. 89-25-10)
Citation Phase 21, 42 and 49
Falcon 20 MCI (Major Corrosion Inspection)
Falcon 10 Stab Casting

Magnetic Particle
Learjet engine mounts (A.D. 87-02-06)
Engine parts
Landing Gear
Falcon 20 MCI (Major Corrosion Inspection)
Falcon 10 Stab Casting

Dye Penetrant
Wheels
Housing
Struts
Airframe structures
Falcon 20 MCI (Major Corrosion Inspection)
Falcon 10 Stab Casting

Ultrasonic
Windshield thickness
Citation Phase 50
Falcon 20 MCI (Major Corrosion Inspection)
Falcon 10 Stab Casting

Duncan Aviation: Getting Business Off The Ground For 40 Years.

This year marks Duncan Aviation's 40th Anniversary in business aviation sales and service. And while we look to a future of continuing innovations from our elite corps of 700 aviation enthusiasts, we remember where we've come from — a solid, family-run business that believes in quality work, fair dealings, and long-term relationships. Just the kind of old-fashioned ideas we think can fly another 40 years.



Lincoln Airport
Lincoln, NE 68524
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Phone: 402.475.2611
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