



# Penner Transfers and Stretcher

## Parts & Service Manual

380748 Rev. J 3-2-2023



# PENNER

## BATHING

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## Models:

382000-1,382000-1L,382010-1,382010-1L,  
383000-1,383000-1L,383010-1,383010-1L  
382510-X,382500-X,383510-X,383500-1  
384000-1,385000-1,386000-1,387000-1,388000-1,389000-1  
391000-1,392000-1,393000-1,394000-1

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QR Code for Transfer  
Operation and Parts

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INTRODUCTION: The parts for Transfers are the same with a few variables. The Transfer Chairs and Bases vary because of the type of tub it is used with. The Chair clamps and covers also vary because of chair size and scales. There are only two pillars- Standard and Bariatric. The batteries, wall chargers, and hand controls are the same on all. There are two different controllers, one for standard and one for bariatric. Casters and rubber bumpers vary with the type of base, however, there are only two sizes of bumpers and casters of which they are either 3" or 4", braked and non-braked. The following pages will help identify transfers and replacement parts available.



## Calibration Instructions:

1. Turn the scale on and let it go through its start up cycle. A certified\* precision weight is required for proper calibration. 25lbs for standard lifts. 50lbs for bariatric lifts.
2. To enter calibration mode, press the "ON/ZERO" button and hold, then press the "LB/KG" holding both buttons for 3 seconds. The display will change from "Zero" to "CAL". Release both buttons and the display will show "C 0".
3. Making sure the lift is absolutely not moving, press the "ON/ZERO" button. This will start a count down from 8 to zero. When it's done the display will show "C 25" (or C 50 for bariatric).
4. Now place the certified exact 25lb (50lb bariatric) weight on the seat in the middle towards the front edge. Press the "ON/ZERO" button and a count down from 8 to zero will begin. After count down the display will show the weight on the display. Remove the weight, then after the lift is stable again, hit "ZERO" to zero the scale out. Calibration is complete.



\*NIST Class F or ANSI/ASTM Class 6 weights are recommended. Please note that dumbbells and buckets of water are not suitable weights.

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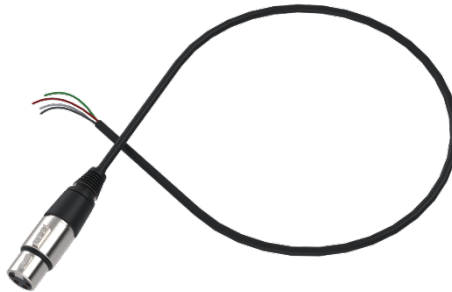
3811068-Read-out Assembly  
3811068B-Bariatric Read-out Assembly



3811067-Battery Compartment

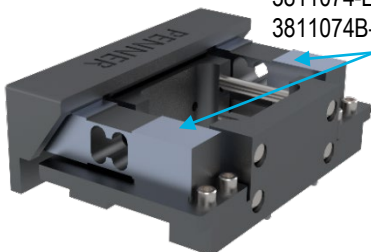


Set Screw (if missing, may cause scale readout issues)



3811073-Replacement Cable

\*PC Board no longer available separately from Read-Out Assembly



3811074-Load Cell  
3811074B-Bariatric Load Cell

350934-Screw 8-32x1/4" SS Pan Head (for mounting SS cover and Scale)

3811068-1-Overlay & Switch

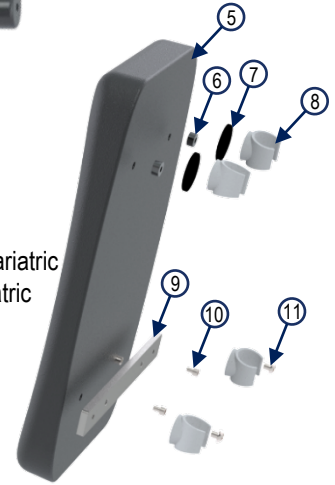
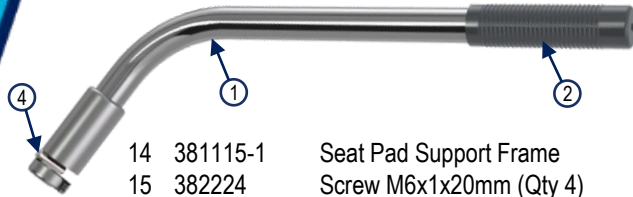


PSC20HC-Scale Assembly  
PSC20BHC-Bariatric Scale Assembly  
-Retro Fit- 380600 Conversion Kit  
380600B Bariatric Conversion Kit

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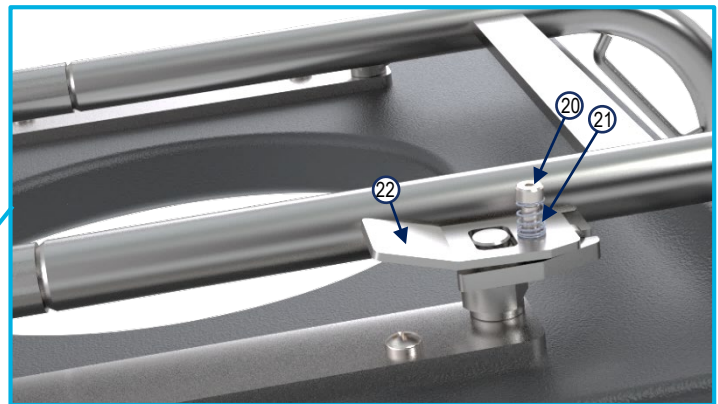
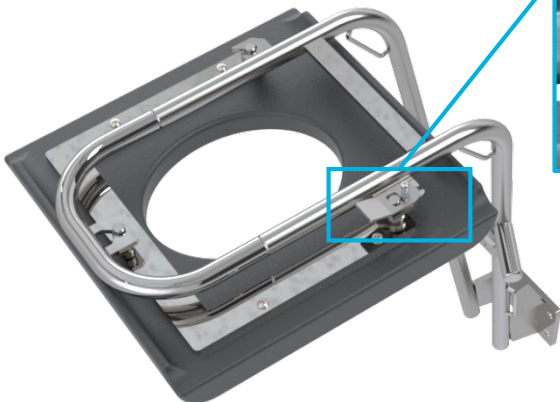
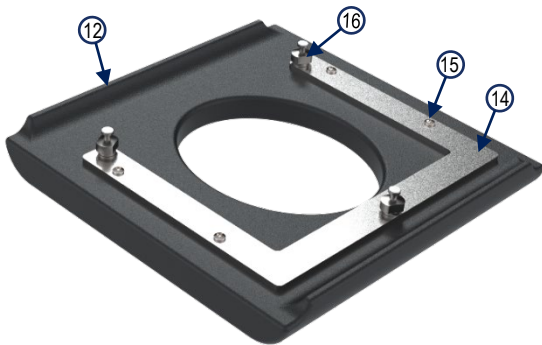
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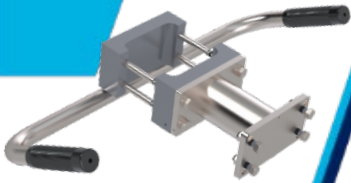


- 1 381160SER Transfer Arm
- 2 2-381108 Hand Grips-Black
- 3 381161 Arm End Plug (not shown)
- 4 381172 Dowel pin-arm lock
- 5 2-381117 Backrest Assembly
- 6 381530 Spacer (Qty 2)
- 7 381532 Rubber Washer (Qty 2)
- 8 381128 Clip (Qty4)
- 9 382228 Backrest Support Bar
- 10 382222 Screw M5x.08x20mm (Qty 4)
- 11 382226 Screw 10-32 x 7/16 (Qty 2)
- 12 2-381115 Complete Seat Assembly
- 13 2-391115 Replacement Seat Assembly for Pre-10-2020 Pacific and EO Frames (Not Shown)

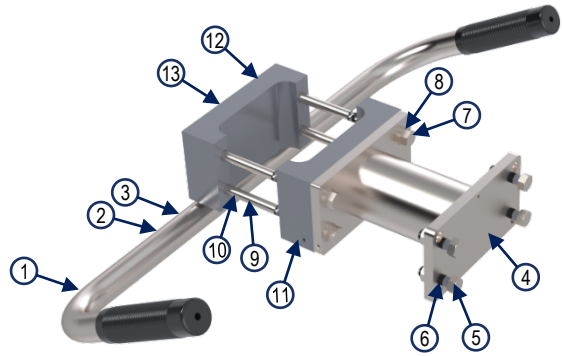
- 14 381115-1 Seat Pad Support Frame
- 15 382224 Screw M6x1x20mm (Qty 4)
- 16 3811201 Bolt-Seat Lock (Qty 3)
- 17 3811175 Bariatric Backrest
- 18 381113 Screw ¼-20x1 ¾ (Qty 2) for Bariatric
- 19 381109 Strap Bushing (Qty 2) for Bariatric
- 20 381193 Screw-Shoulder
- 21 381192 Spring-seat lock
- 22 381191 Plate-seat lock

\*Optional Toilet Pan Kit  
 -381324 Kit for transfers  
 -381324EO for pre 10-2020 EO's and Pacific Chair  
 -381332 Toilet Bowl Only

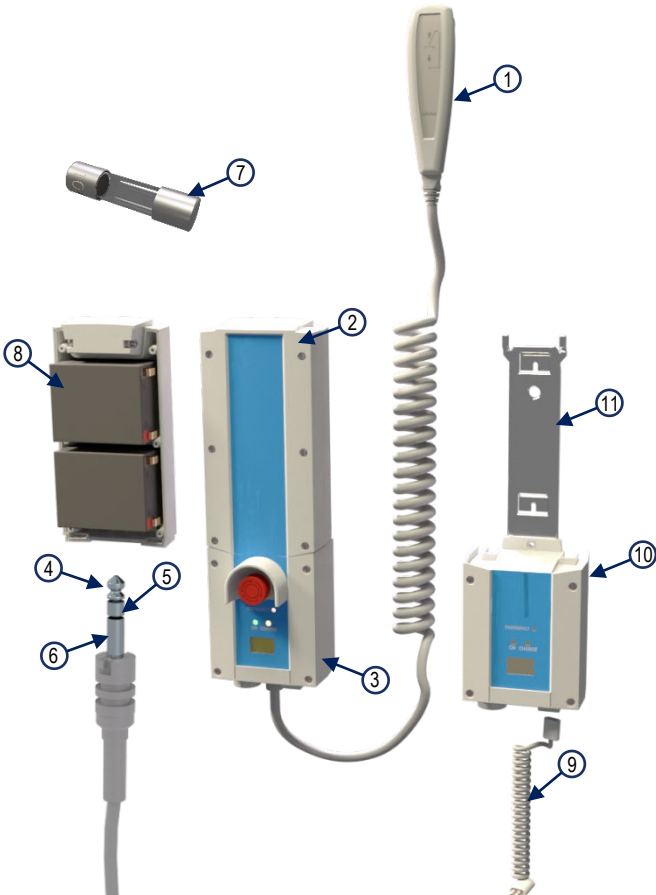




1. 381130 Push Bar- 381132 for Superior-381134 for Bariatric
2. 381551 Push Bar Mounting Bolts-Screw 5/16-18x1 3/4-(pre 9-2016 used 381550)
3. 381110 Bushing-Concave
4. 381200 \*Spacer Assembly-w/o Scale  
381202 \*Spacer Assembly-w/ Scale (not Shown)
5. 381500 Screw 3/8-16x1 (Qty 4)
6. 381452 Lock Washer 3/8-Stainless
7. 381400 Screw 3/8-16x1 1/4 (Qty 4)
8. 381452 Lock Washer 3/8-Stainless
9. 381525 Screw 3/8-16x4 1/2 (Qty 4)
10. 380518 Washer 3/8 SS
11. 381175 Clamp Chair-Front
12. 381187 Clamp Chair-Scale-Back
13. 381180 Clamp Chair-NonScale-Back



\*Superior, End Opening, Pacific and Bariatric Transfers will NOT use Spacer assembly 381200 or 381202



1. 381112L Hand Control (Remote)
2. 381107L Complete Battery Pack
3. 381106L Mobilette
4. RCA Jack Positive Terminal
5. RCA Jack Terminal not used
6. RCA Jack Negative Terminal
7. 3811071 10 Amp Fuse (in battery pack 381107L)
8. 3811072L Battery (2 per case)
9. Charge Cord Comes with Wall Charger
10. 381116L Wall Charger
11. 381116-1 Bracket-Mounting



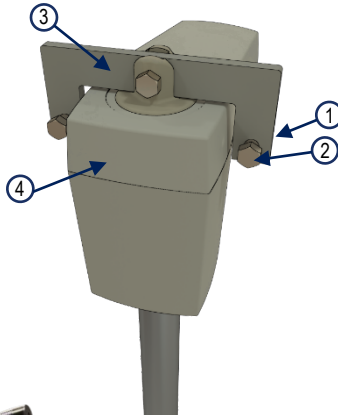


Scan with phone for Transfer Service Component Video

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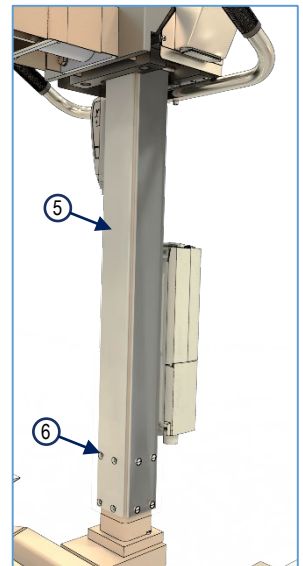
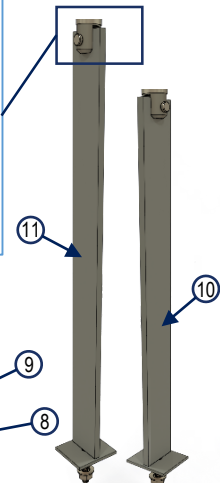
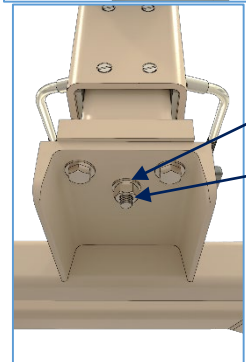
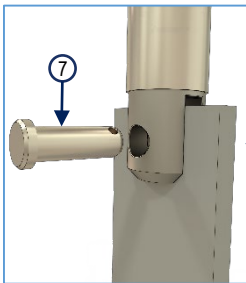


1. 380401 Nut 3/8x16 SS 18-8 Ny-lock (Qty 3)
2. 380422 3/8-16x1 1/2" SS (Qty 3)
3. 481138 U-Bar
4. Model Spec. Actuator-Linak
5. 381099 Bearing Liner (Qty 4)
6. 381560 Bearing Plastic Screw (Qty 16)
7. 481131 Detent Clevis Pin
8. 380401 5/16 Nyloc Locking Nut
9. 380415 5/16 Oversize Washer
10. 481130L Extension Bar (Superior and Pacific Transfers)
11. 481130 Extension Bar (Standard Height Extension Bar)



12. 381122L 600mm Long Actuator (For Superior and Pacific Transfers)
13. 381122LS 600mm Long Actuator Replacement Kit
14. 481122L 400mm Short Actuator (Standard Height for Water Door Spas)
15. 481122LS 400mm Short Actuator Replacement Kit
16. 381122LS Bariatric Transfer Actuator
17. 381104 Stretcher Transfer Actuator

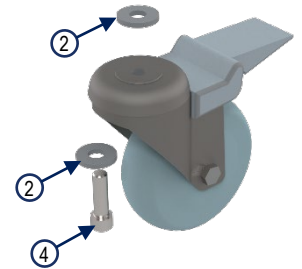
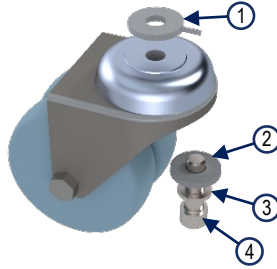
Actuator Replacement: Remove 4 screws holding plastic cover on. Unscrew the two outer bolts going through the U-Bar (#3) using a pair of 9/16 wrenches. **Caution: If the lift isn't already lowered all the way, removing these bolts will cause the chair assembly to drop.** Now remove the center stud washer and nut (#8 & #9) under the base of the transfer unit. Unplug actuator from control box and route the cable up through the upper plate hole. Now you can lift the actuator and lift bracket assembly out of the pillar assembly as a unit.



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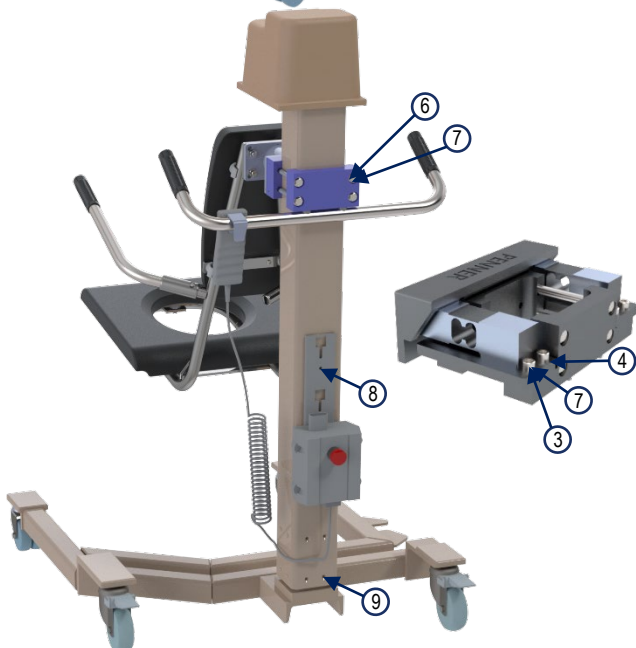
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1. 380407 Washer-Alignment
2. 380405 Washer 3/8" Flat SS 1/8" thick
3. 381452 Lock Washer 3/8" SS
4. 381400 Screw 3/8-16x1 1/4" SS (2 ea 380400 used on front of EO Transfer)
5. 381500 Screw 3/8-16x1" (Qty 4)
6. 381525 Screw 3/8-16x4 1/2" Ultra Coated Grd. 8 (Qty 4)
7. 140518 Washer 3/8" Flat SS (Qty 4)
8. 350920 Screw 10-32x1/4" phil panhead SS
9. 381560 Screw 1/4-20x3/8" Nylon (4 each on each side of pillar)
10. 400212 **Seat Belt**
11. 380345 Boot, Caster Mounting Small (Install with 6 drops of adhesive on bracket, apply weight until cures)
12. 380350 Boot, Caster Mounting Large (Install with 6 drops of adhesive on bracket, apply weight until cures)

**Pillar Mount to Base Frame (Not Shown)**

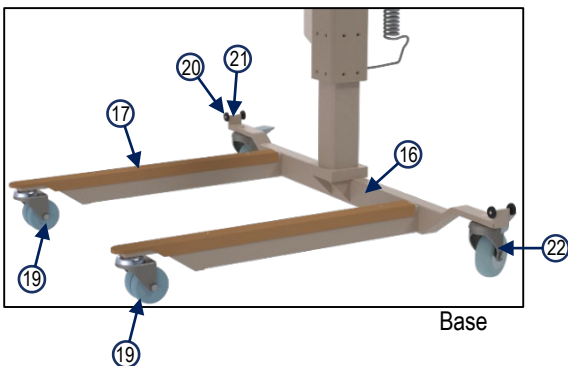
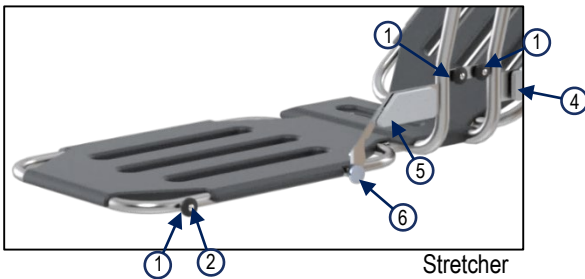
- \*381425 Screw 7/16-14x1 1/4" SS (Qty 2)
- \*381450 Lock Washer 7/16" SS (Qty 2)
- \*381475 Washer 7/16" SS (Qty 2)



**Notes:** Reference Chart Bases, Bumps, & Casters for replacement parts on specific transfer models.

Reference Covers and Pillar Clamps for replacement parts on specific transfer models.





1	391357 Safety Strap button	4
2	391349 Safety Strap Button wing screw	4
3	391365 Stretcher wing lock	2
4	391359 Lock indicator cover - screw #391357 - right	1
5	391358 Lock indicator cover - screw #391357 - left	1
6	391362 Aluminum knob	2
7	2-381108 Hand Grips (black only)	2
8	391132 Push Bar	1
9	391353 Arm Assembly	1
10	391364 Left Wing	1
11	391363 Right Wing	1
12	390760 Pad-Large	2
13	390765 Pad-Small	1
14	391351 Outside Pillar tube	1
15	391350 Inside Pillar tube	1
16	391352 Lift-Base	1
17	390757 Leg Protector	2
18	381104 Actuator (Not Shown)	1
19	380355 Caster 3" non-locking (On front)	2
20	391354 Steering lock stop	4
21	391368 Steering lock	2
22	391360 Caster 4" locking (On back)*	2
23	390653 Safety Belt-Stretcher (Not Shown)	3
24	391367 Socket Screw for Castors (Not Shown)	4
25	380401 Nut for Socket Screw for Castors (Not Shown)	4
26	391357 Indicator mounting screws	8

\*post Jan 2021 uses a composite caster assembly.

Standard, Bariatric, Superior, Elite

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381140  
Superior



381145  
Bariatric



481140  
All other Transfers



Elite Chair  
481151-2 Chair complete brown  
481151-3 Chair complete grey

Right Hand Arm  
481160-2 Brown  
481160-3 Grey



Left Hand Arm  
481161-2 Brown  
481161-3 Grey



### To reset the cycle count-

1. Enter CAL mode normally
2. From CAL0 screen press the CONV button once- you are now in the Raw Count Mode
3. Press the Zero button – you are now the cycles remaining count.
4. To reset cycles, press and hold the RECL button. While holding the RECL button, press the CONV button, this will reset the cycles. This will also reset the Calibrate Cycle counter.
5. To exit press the ZERO button

### To reset the peak weight-

1. Enter CAL mode normally
2. From CAL0 press CONV – now you are in the raw count mode
3. Press CONV again – you are now viewing the peak weight
4. To reset peak, Press and hold RECL button, while holding the RECL button press the CONV button. This will reset the peak weight to 0.0
5. To exit press the zero button

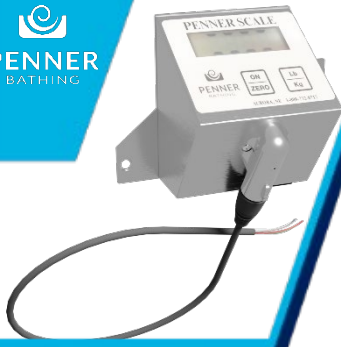
### For unit of measure changes -

1. Press the On/Zero button to turn the scale on.
2. Once the scale is on and has gone thru the start-up sequence, press and hold the on/zero button first, while depressing the on/zero button press and hold the recall button for about 3 seconds. (Both buttons must remain depressed.)
3. “Unit” will be displayed and lb and kg will be visible on the top right and bottom right corners of the display. If you press the conv button, the kg symbol will go away and lb symbol will still be visible, and if you press conv button again lb will go away and kg symbol will be visible. Press it a third time and both units will appear. Which ever unit you want the scale to function with, the unit of measure needs to be visible. If you want both units to function then both units need to be visible.
4. When you have selected the unit(s) desired press the recall button and On 1 will appear which is for the On-Time of the scale. If you want to change the On-Time of the scale then follow the step 4 below in “For On-Time”, if not press recall once again and the scale will return to its normal weighing function and be ready for use

### For On-Time -

1. Press the On/Zero button to turn the scale on.
2. Once the scale is on and has gone thru the start-up sequence, press and hold the on/zero button first, while you still hold the on/zero button, press and hold the recall button for about 3 seconds. (Both buttons must remain depressed.)
3. “Unit” will be displayed on the screen. If you want to change the units follow steps 3-4 from “For unit of measure changes”, but if you just want to change the On-Time press the recall button and follow the step below.
4. On 1 will be displayed on the screen. This means the scale will stay on for one minute. If you need two or three minutes then press the conv button and then it will display On 2 and/or On 3. After you have chosen the On-Time you want then press recall button again and the scale will go back to its normal weighing function and ready for use.

**\*Note** -If by accident you get on this features menu and you don't want to do any changes to the scale, press recall button when “Unit” is displayed on the screen. Then On 1 will be displayed. Press the recall button once again and the scale will return to its normal weighing function and be ready for use.

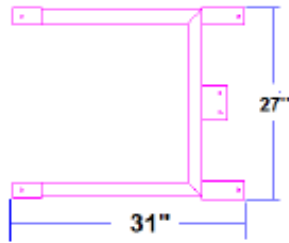
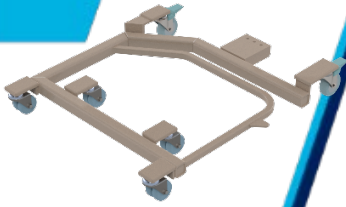


### For adjusting calibration point -

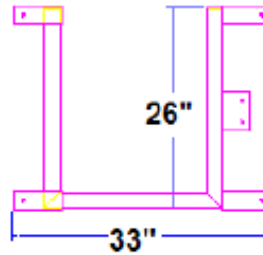
1. Press the On/Zero button to turn the scale on.
2. Once the scale is on and has gone thru the start-up sequence, press and hold the on/zero button first, while you still hold the on/zero button, press and hold the lb/kg button for about 3 seconds. (Both buttons must remain depressed.)
3. EntC will be displayed then a number and then "CAL 0". When "Cal 0" is displayed on the screen press the On/Zero button and the scale will start a countdown from -8-to -0-. This is part one of the calibration.
4. After the countdown finishes "C 25" will be displayed. To change the calibration point press the lb/kg button and then Adj will pop up and right after the 25 will flash.
5. Press the lb/kg button to increase the calibration point (it increases in 5lb or 5kg increments) until the desired weight is reached. To decrease the weight press the "recall" button (25lb is the lowest calibration point).
6. When you have chosen the calibration point press the On/Zero button. It will save it and display it (ex. C 75).
7. Place the weight in the sling or on the platform (depending on your unit) and press the On/Zero button. The scale will countdown from -8-to -0-. Once the countdown finishes the scale will be calibrated and ready for use.



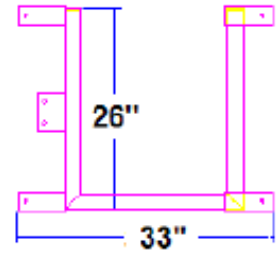
Recall Button= 1  
On/Zero Button= 2  
Lb/Kg Button= 3



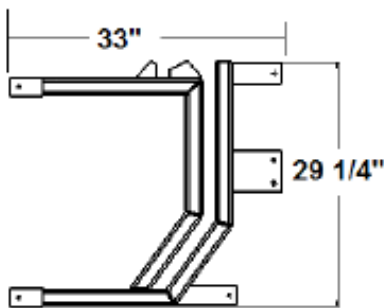
**SUPERIOR END  
BASE 380050**



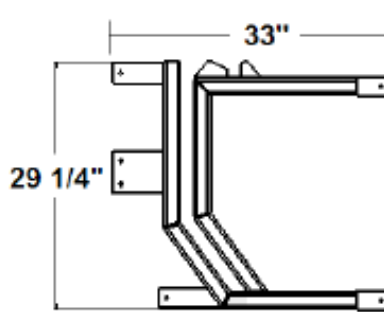
**SUPERIOR LEFT  
BASE 380056**



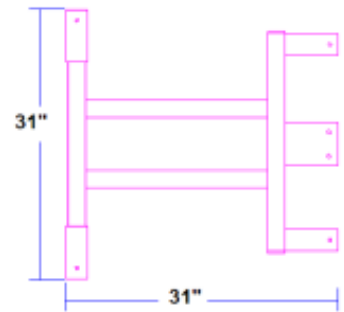
**SUPERIOR  
RIGHT BASE  
380055**



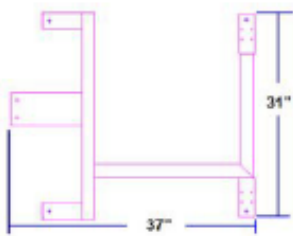
**CASCADE LEFT  
BASE 380100L**



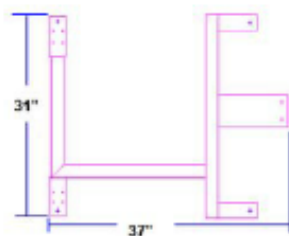
**CASCADE RIGHT  
BASE 380100**



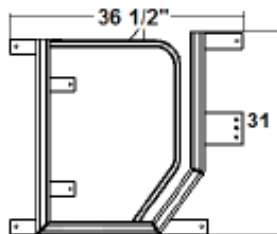
**PACIFIC CHAIR  
BASE 393100**



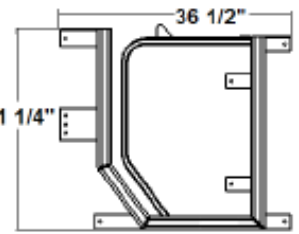
**END OPENING  
BASE 380100E**



**END OPENING  
BASE 380100EL**

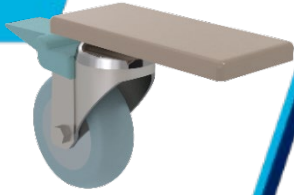


**BARiatric LEFT  
BASE 380101BL**



**BARiatric  
BASE 380101B**





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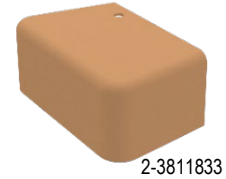
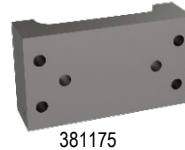
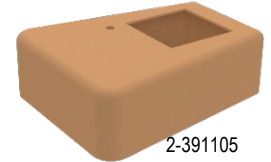
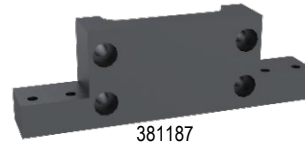
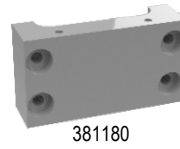
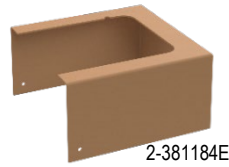
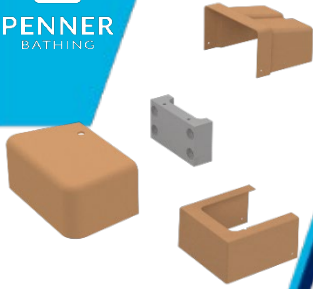
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Model	Base	Boot Front (Small) 380345	Boot Rear (Large) 380350	Caster 3" (Small) 380355	Caster 4" Braked *380360	Caster 4" Non-Braked 380365
382000-1	380100	3	1	2	2	0
382000-1L	380100L	3	1	2	2	0
382010-1	380100E	0	4	0	2	2
382010-1L	380100EL	0	4	0	2	2
382500-1	380101B	4	1	4	2	0
382510-X	380101B	4	2	4	2	0
383000-1	380100	3	1	2	2	0
383000-1L	380100L	3	1	2	2	0
383010-1L	380100EL	0	4	0	2	2
383500-1	380101B	5	1	4	2	0
383510-X	380101B	5	2	4	2	0
384000-1	380055	0	4	2	2	0
385000-1	380056	0	4	2	2	0
386000-1	380050	2	2	2	2	0
387000-1	380055	0	4	2	2	0
388000-1	380056	0	4	2	2	0
389000-1	380050	2	2	2	2	0
*391000-1	391352	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9
*392000-1	391352	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9	Refer to Pacific Stretcher Page 9
393000-1	393100	0	4	0	2	2
394000-1	393100	0	4	0	2	2

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Transfer Lift Model	Cover Front	Cover Back	Clamp Front	Clamp Back	Actuator Cover
Superior-384000-1,385000-1,386000-1	2-381189E	2-381184	381175	381180	2-381105L
Superior w/scale-387000-1,388000-1,389000-1	2-381183E	NA	381175	381187	2-381105L
Cascade-382000-1,382000-1L	2-381189E	2-381184	381175	381180	2-381105L
Cascade w/scale-383000-1,383000-1L	2-381183E	NA	381175	381187	2-381105L
Cascade Bariatric-382500-1	2-3811832	2-381184	381175	381180	2-3811052
Cascade Bariatric w/scale-383500-1	2-3811834	NA	381175	381187	2-3811052
Cascade standard Bariatric-382510-1	2-381189E	2-381184	381175	381180	2-381105L
Cascade standard Bariatric w/scale-383510-1	2-381183E	NA	381175	381187	2-381105L
Cascade End Opening (EO)-382010-1,383010-1L	2-381186E	2-381184	381175	381180	2-381105L
Cascade End Opening (EO) w/scale-383010-1,383010-1L	2-381186E	NA	381175	381187	2-381105L
Pacific Chair-393000-1	2-381186E	2-381184	381175	381180	2-381105L
Pacific Chair w/scale-394000-1	2-381186E	NA	381175	381187	2-381105L
Pacific Stretcher-391000-1	2-3811833	2-391105	NA	NA	2-381105L
Pacific Stretcher w/scale-392000-1	2-3811833	NA	381185	381187	2-381105L



# Chair Arms, Seat, Backrest & Grips

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Model	Chair	Arm 381160SER	Seat Pad	Back Rest Pad	Push Bar	Hand Grip 381108
382000-1	481140	2	2-381115	2-381117	381130	4
382000-1L	481140	2	2-381115	2-381117	381130	4
382010-1*	481140	2	2-381115	2-381117	381130	4
382010-1L*	481140	2	2-381115	2-381117	381130	4
382500-1	381145	2	2-381115	3811175	381134	4
382500-1L	381145	2	2-381115	2-381117	381134	4
382510-1	481140	2	2-381115	2-381117	381134	4
382510-1L	481140	2	2-381115	2-381117	381134	4
383000-1	481140	2	2-381115	2-381117	381130	4
383000-1L	481140	2	2-381115	2-381117	381130	4
383010-1*	481140	2	2-381115	2-381117	381130	4
383010-1L*	481140	2	2-381115	2-381117	381130	4
383500-1	381145	2	2-381115	3811175	381134	4
383510-1	481140	2	2-381115	2-381117	381134	4
384000-1	381140	2	2-381115	2-381117	381132	4
385000-1	381140	2	2-381115	2-381117	381132	4
386000-1	381140	2	2-381115	2-381117	381132	4
387000-1	381140	2	2-381115	2-381117	381132	4
388000-1	381140	2	2-381115	2-381117	381132	4
389000-1	381140	2	2-381115	2-381117	381132	4
391000-1	391363R	2	390765	390760	381132	2
392000-1	391364L	2	390765	390760	381132	2
393000-1*	481140	2	2-381115	2-381117	381132	4
394000-1*	481140	2	2-381115	2-381117	381132	4

\*Please contact Penner Patient Care (1-800-732-0717) to see retro fit options for lifts older than Sept of 2020

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Direct  
Replacement of  
Original Parts w/o  
Changing frame

Frame used  
to Update  
Chairs

Other Parts  
Needed for  
Complete Update

Current Chairs

Pre- Aug 2020 Chairs



Pre-Aug 2020 Bariatrics  
382500-1  
383500-1



N/A

N/A




Elites  
382000-1, 383000-1  
382010-1\*, 383010-1\*  
393000-1, 394000-1  
Any Post w/Elite Seat

N/A



2-381117

381160SER

2-381186E  
Or  
2-381183E  
Or  
2-381189E

2-381115



\* Please Call 1-800-732-0717 to verify if you need Extension Arm Bracket 383195



End Opening  
382010-1, 382010-1L  
383010-1, 383010-1L



2-381117

381160SER

2-381186E

2-391115



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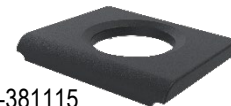

Pre- Aug 2020 Chairs

Direct Replacement of Original Parts w/o Changing frame

Frame used to Update Chairs

Other Parts Needed for Complete Update

Current Chairs

 <p><b>Standard</b> 382000-1, 382000-1L 383000-1, 383000-1L 382510-X, 383510-X</p>	 <p>3811175</p>  <p>2-381115</p>	<p>N/A</p>	<p>N/A Base Frame would have to be changed</p>	
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\* Please Call 1-800-732-0717 to verify if you need Extension Arm Bracket 383195

 <p><b>Superior</b> 384000-1, 385000-1 386000-1*, 387000-1 388000-1, 389000-1*</p>	 <p>3811175</p>  <p>2-381115</p>	 <p>381140</p>	 <p>2-381117 2-381186E Or 2-381183E Or 2-381189E</p> <p>2-381115</p>	
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\* Please Call 1-800-732-0717 to verify if you need Extension Arm Bracket 383195

 <p><b>Pacific</b> 393000-1, 394000-1</p>	 <p>3811175</p>  <p>2-381115</p>	 <p>481140</p>  <p>393195*</p>	 <p>381117 381160SER 2-381186E Or 2-381183E Or 2-381189E</p> <p>2-381115 or 2-391115*</p>	
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\* Please Call 1-800-732-0717 to verify if you need Extension Arm Bracket 393195 and/or 2-391115



## Maintenance and Adjustments

### Routine Maintenance

Suggested maintenance to be performed on unit. Contact your Authorized Penner Spa Distributor for periodic updates to this revision.

**Tub Model #** \_\_\_\_\_ **Tub Serial #** \_\_\_\_\_  
**Reservoir Model #** \_\_\_\_\_ **Reservoir Serial #** \_\_\_\_\_  
**Transfer Model#** \_\_\_\_\_ **Transfer Serial #** \_\_\_\_\_

Checklist	Monthly	Quarterly	Semi-Annually	Yearly
<b>Spa</b>				
Check hoses and connections for leaks or damage.			X	
Check Aqua-Aire functions and controls.			X	
Check disinfectant system		X		
Check Thermometers accuracy with calibrated probe thermometer.			X	
Inspect electrical connections. ( GFCI, Circuit breakers)	X			
Check mixing valve for proper temperature. Use a calibrated probe thermometer to verify.			X	
Check Screens and water supply connections.			X	
<b>Transfer</b>				
Inspect Batteries for Transfers	X			
Check E-Stop to make sure it functions properly	X			
Check function of Emergency lowering button		X		
Belts for transfers and lifts should be free from tears.	X			
Castors should be kept clean and make sure the brakes hold securely.		X		
Hand control is functioning correctly		X		
Batteries for Scales (4 AA)			X	
Scale is calibrated regularly or when variance are observed. (May be more or less according to Facility regulations) Use a calibrated 25 or (50lb for Bariatric) weight to do calibrations.		X		
<b>Reservoir</b>				
Reservoir Tank- Clean/Disinfect as needed.	X			

The above items should be adjusted if issues occur more frequently. Each facility is different so quality of water plays an important role in many of these checks. Many of the items listed above are in your manuals. The manuals are a great source of information regarding making adjustments to temperatures installing and operating. Also your facility or state and local codes may require more frequent inspections.

If help is needed with checking or making adjustments please call your local distributor or you may also call Penner Manufacturing directly for assistance.

Penner Manufacturing Inc.  
1-402-694-5003

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Aurora, Ne 68818  
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Notes:

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