



Penner Transfers and Stretcher

Parts & Service Manual

380748 Rev. K 5/21/2025



PENNER

BATHING

Bathing Solutions for Every Need

Penner Patient Care
101 Grant St
Aurora, NE 68818
Service help call 1-800-732-0717 or 1-866-736-6377
www.pennerbathingspas.com



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 they are 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. 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.



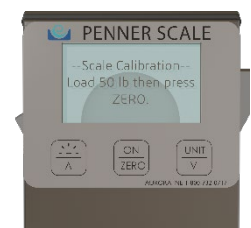
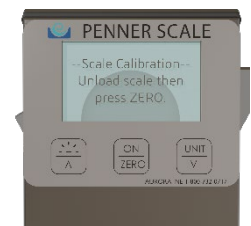
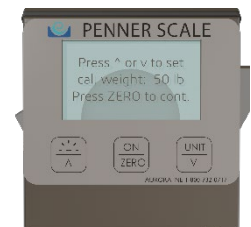
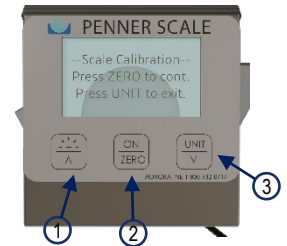
Calibration Instructions:

1. Go into calibration mode by turning the scale on (2). After start up you will need to press both the "UP" (1) arrow and the "DOWN" (3) arrow. The screen will switch to a display shown at right.
2. Press "Zero"(2) to continue with calibration or "Unit" (3) to switch between using "lbs" or "kg" for weight measurements.
3. Next you can select the weight you want to use for your calibration. It is recommended to use a certified weight for accuracy. Minimum available is 25lb. Long press the "up"(1) and "down"(3) arrows will allow you to scroll through the numbers faster. After weight is selected, press "ZERO"(2) to continue.
4. The screen will direct you to unload the scale. That means nothing in the chair or any added weight. Making sure the chair isn't moving or vibrating press "ZERO"(2) again.
5. Now the screen will direct you to add your weight. Again, making sure nothing is moving or vibrating, press "ZERO"(2) to continue.
6. After the scale completes it's calibration you will see a display say "Cal done. Press Zero"(2) and a number after the description Zero and another number after the description Span. Press "Zero"(2) and the scale will be calibrated and ready for use.

The scale will go through an "Auto-Zero" every time it is turned on. That means if the unit is moving or somebody is already in the chair and then the scale is turned on, it will "zero" them out. Best practice is to turn the scale on before using, with no weight or movement. Then proceed with usual use.



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

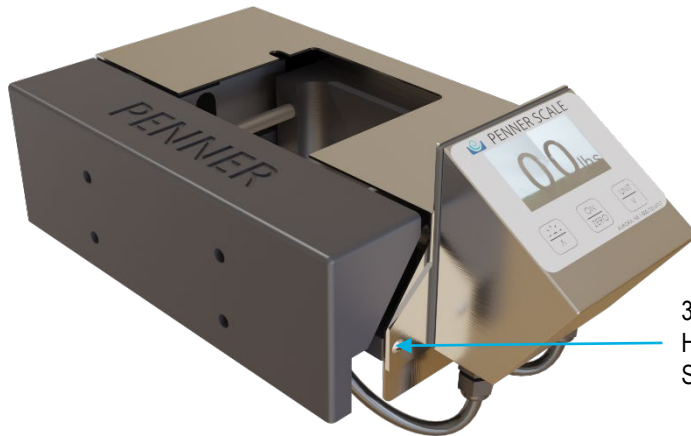




3811068-Read-out Assembly (Indicator)



3811067-Battery Compartment



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

PSC20HC-Scale Assembly

If working on a 2024 or older transfer with a scale assembly and you are needing parts, please contact Penner's for service help at 1-800-732-0717 or 1-866-736-6377. Those scale assemblies no longer have serviceable parts available. However, we do have a "retro-fit" kit available to apply and install these new scale indicators to older load cell systems.

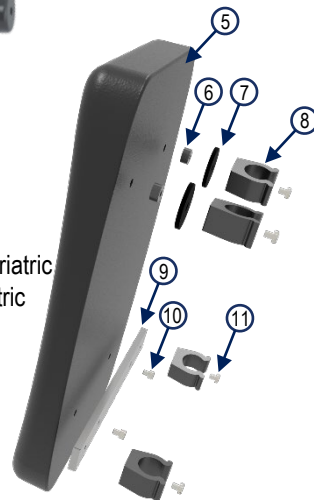
Seat-Backrest Replacement Parts

Toilet Pan Kit, Arm Parts, Seat and Backrest Parts

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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

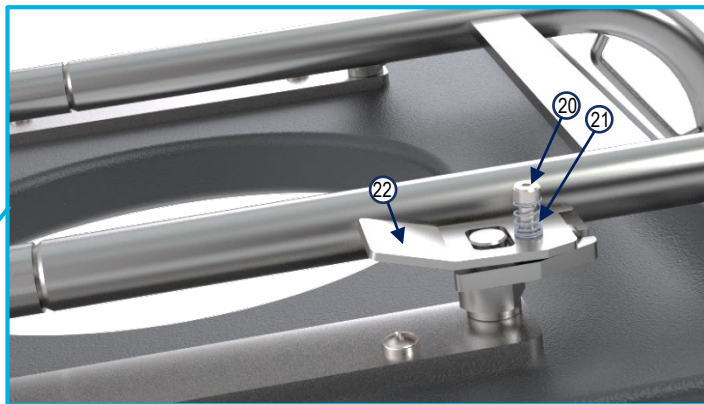
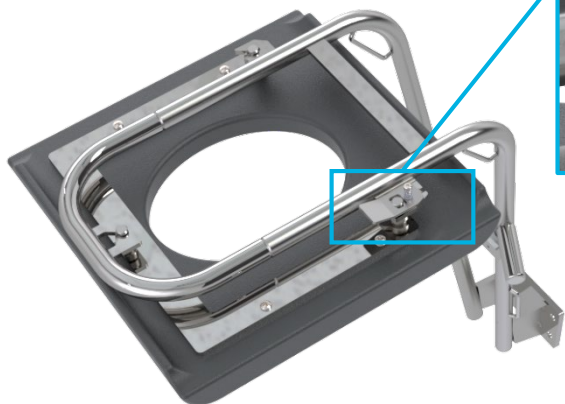
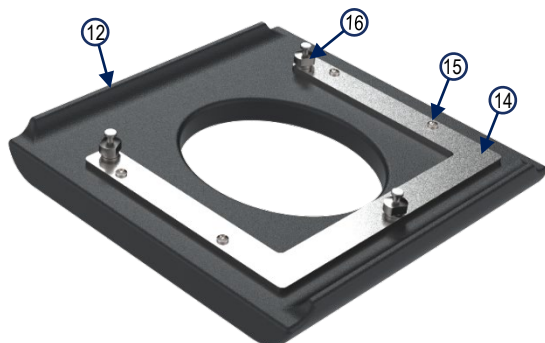
- 14 381115-1
- 15 382224 Screw M6x1x20mm (Qty 4)
- 16 3811201 Bolt-Seat Lock (Qty 3)
- 17 3811175 Bariatric Backrest
- 18 381113 Screw 1/4-20x1 3/4 (Qty 2) for Bariatric
- 19 381109 Strap Bushing (Qty 2) for Bariatric
- 20 381193 Screw-Shoulder
- 21 381192 Spring-seat lock
- 22 381191 Plate-seat lock

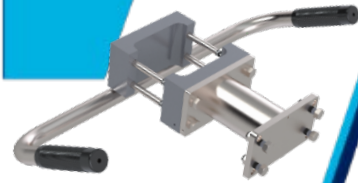
*Optional Toilet Pan Kit

-381324 Kit for transfers

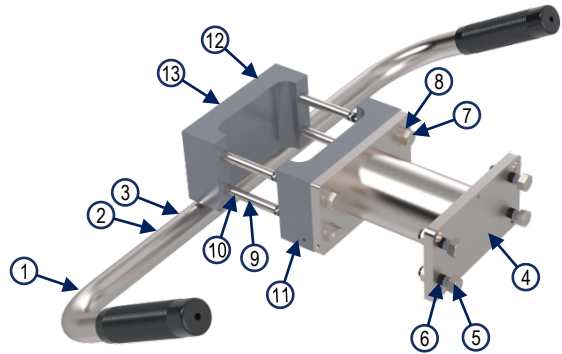
-381324EO for pre 10-2020 EO's and Pacific Chair

-381332 Toilet Bowl Only

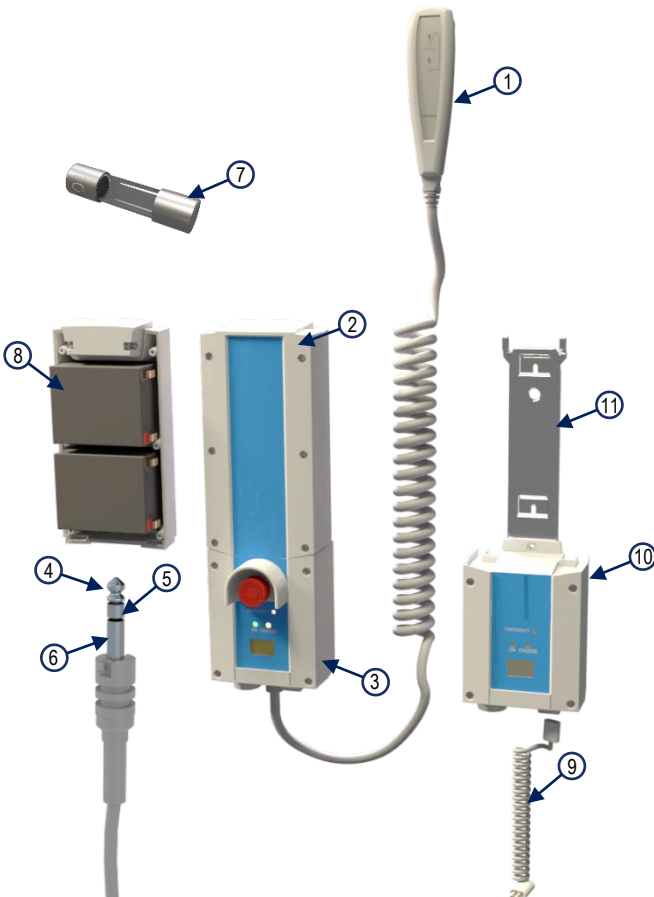




1. 381130 Push Bar- 381132 for Superior-381134 for Bariatric
2. 381551 Push Bar Mounting Bolts-Screw 5/16-18x1 3/4-(pre 9-2016 used 381550)
3. 381110 Bushing-Concave
4. 381200 *Spacer Assembly-w/o Scale
381202 *Spacer Assembly-w/ Scale (not Shown)
5. 381500 Screw 3/8-16x1 (Qty 4)
6. 381452 Lock Washer 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



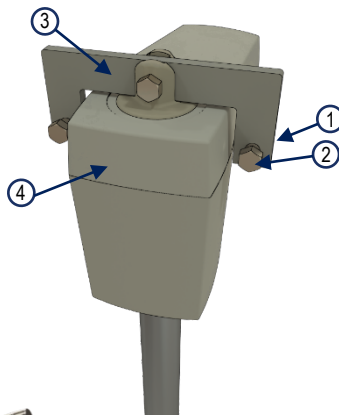
Scan with phone for Transfer Service Component Video

Actuator Motor

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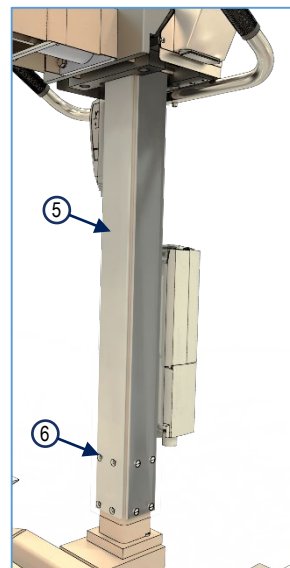
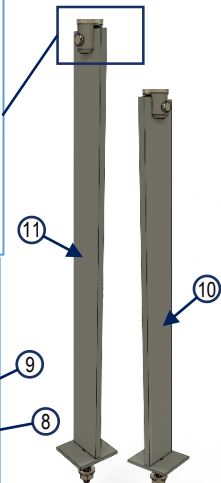
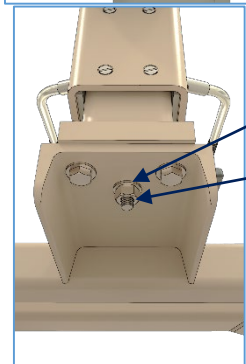
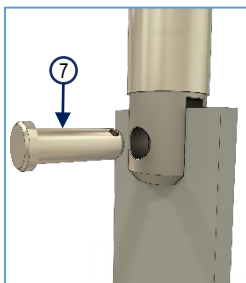


- | | | |
|-----|-------------|--|
| 1. | 380401 | Nut 3/8x16 SS 18-8 Ny-lock (Qty 3) |
| 2. | 380422 | 3/8-16x1 1/2" SS (Qty 3) |
| 3. | 481138 | U-Bar |
| 4. | Model Spec. | Actuator-Linak |
| 5. | 381099 | Bearing Liner (Qty 4) |
| 6. | 381560 | Bearing Plastic Screw (Qty 16) |
| 7. | 481131 | Detent 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 |

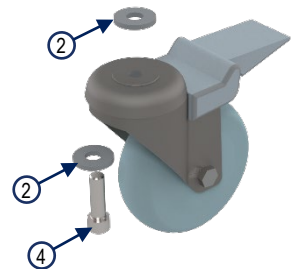
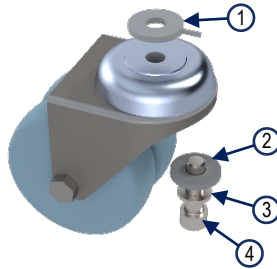
Actuator Replacement: Remove 4 screws holding plastic cover on. Unscrew the two outer bolts going through the U-Bar (#3) using a pair of 9/16 wrenches. **Caution: If the lift isn't already lowered all the way, removing these bolts will cause the chair assembly to drop.** Now remove the center stud washer 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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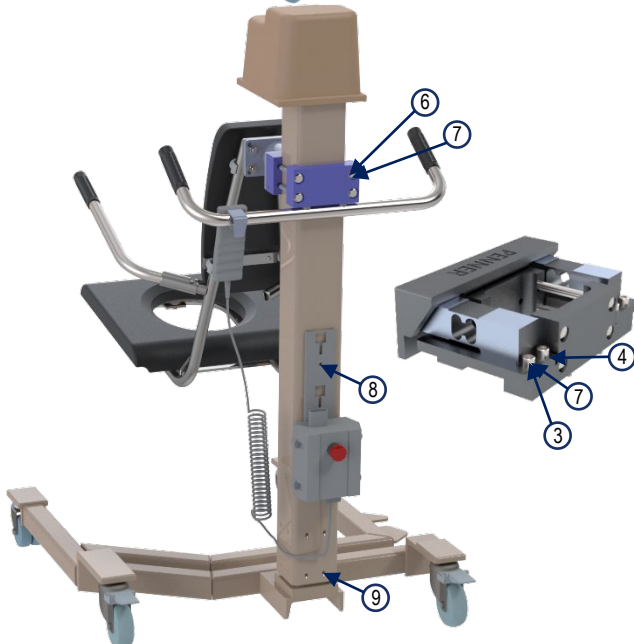
1. 380407 Washer-Alignment
2. 380405 Washer 3/8" Flat SS 1/8" thick
3. 381452 Lock Washer 3/8" SS
4. 381400 Screw 3/8-16x1 1/4" SS (2 ea 380400 used on front of EO Transfer)
5. 381500 Screw 3/8-16x1" (Qty 4)
6. 381525 Screw 3/8-16x4 1/2" Ultra Coated Grd. 8 (Qty 4)
7. 140518 Washer 3/8" Flat SS (Qty 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)

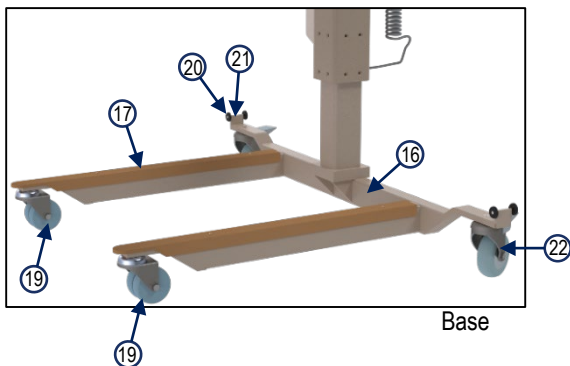
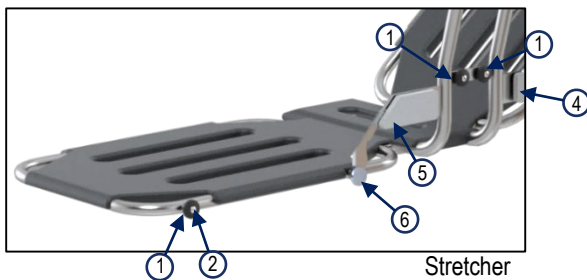
Pillar Mount to Base Frame (Not Shown)

- *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.

Identification of Chair Frames & Chairs

Standard, Bariatric, Superior, Pacific

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381140
Superior



381145
Bariatric

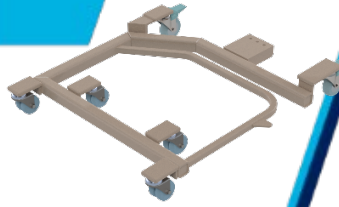


481140
All other Transfers

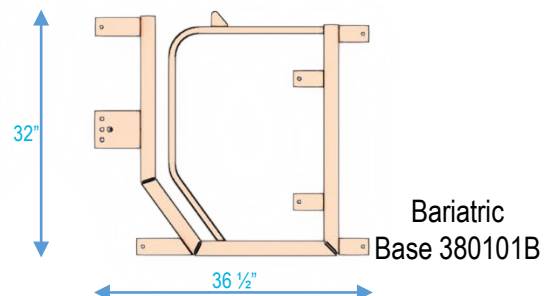
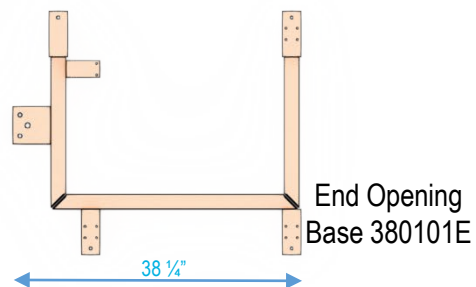
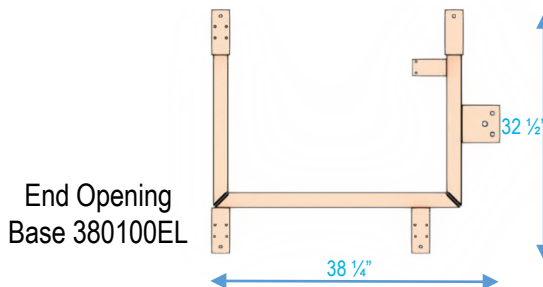
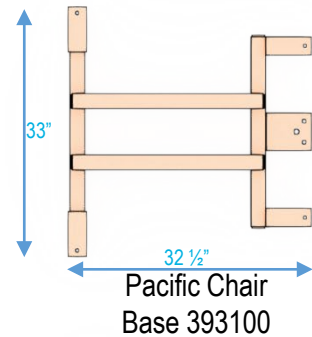
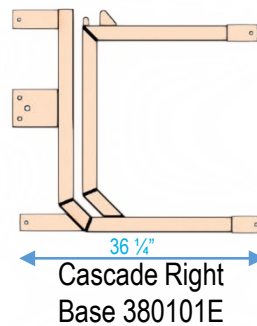
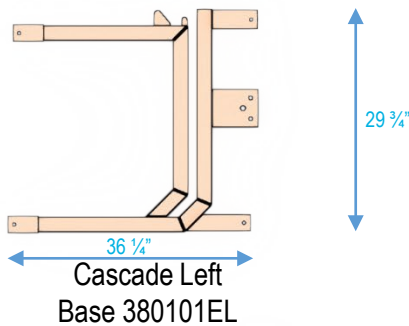
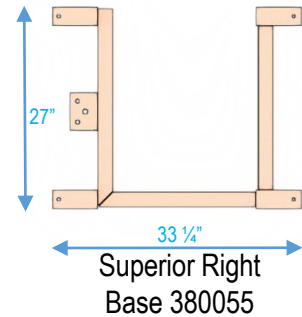
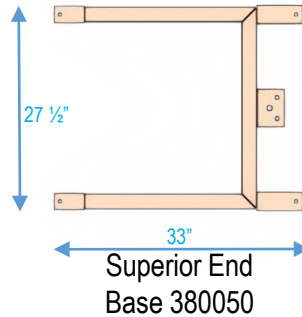
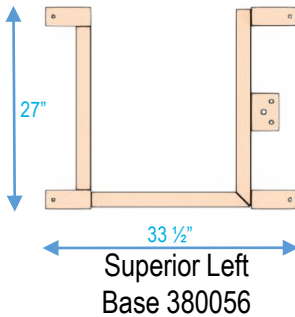


391150
Pacific





Measurements include rubber bump pads that are attached to frames. They are not shown in the pictures below, but are included in the measurements as they cannot be easily removed.



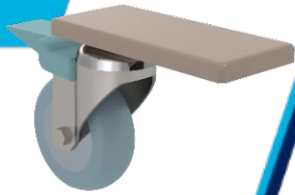


Chart Bases, Bumpers and Casters

1-800-732-0717

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1-866-736-6377

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

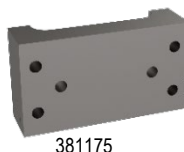
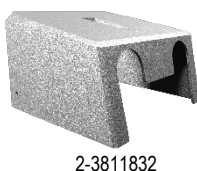
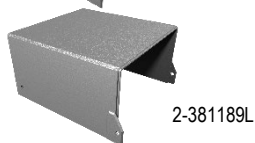
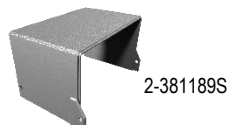
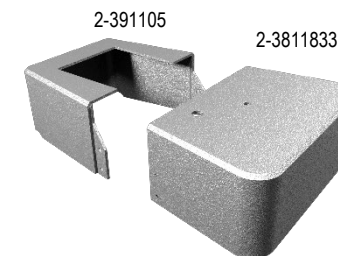
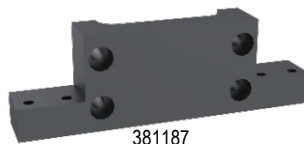
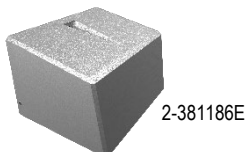
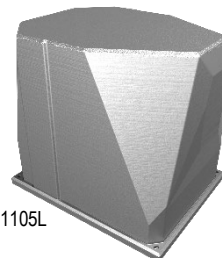
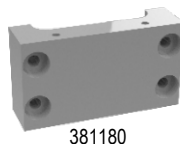
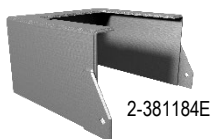
Covers and Pillar Clamps

For all Sept 2020 and newer transfers

1-800-732-0717

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Transfer Lift Model	Cover Front	Middle Cover	Cover Back	Clamp Front	Clamp Back	Top Cap
Superior -384000-1,385000-1,386000-1	2-381186E	2-381189EO*	2-381184E	381175	381180	2-381105L
Superior w/scale -387000-1,388000-1,389000-1	2-381186E	NA	NA	381175	381187	2-381105L
Cascade -382000-1,382000-1L	2-381186E	2-381189L	2-381184E	381175	381180	2-381105L
Cascade w/scale -383000-1,383000-1L	2-381186E	2-381189S	NA	381175	381187	2-381105L
Cascade Bariatric -382500-1	2-3811832	NA	2-381184E	381175	381180	2-381105L
Cascade Bariatric w/scale -383500-1	2-3811832	NA	NA	381175	381187	2-381105L
Cascade standard Bariatric -382510-1	2-3811836E	2-381189L	2-381184E	381175	381180	2-381105L
Cascade standard Bariatric w/scale -383510-1	2-3811836E	2-381189S	NA	381175	381187	2-381105L
Cascade End Opening (EO) -382010-1,383010-1L	2-381186E	2-381189EO	2-381184E	381175	381180	2-381105L
Cascade End Opening (EO) w/scale -383010-1,383010-1L	2-381186E	NA	NA	381175	381187	2-381105L
Pacific Chair -393000-1	2-381186E	2-381189EO	2-381184E	381175	381180	2-381105L
Pacific Chair w/scale -394000-1	2-381186E	NA	NA	381175	381187	2-381105L
Pacific Stretcher -391000-1	2-3811833	NA	2-391105	NA	NA	2-381105L
Pacific Stretcher w/scale -392000-1	2-3811833	NA	NA	381185	381187	2-381105L



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*	391150	0**	2-381115	2-381117	381132	4
394000-1*	391150	0**	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

**Pacific Arm-391161/Backrest-391160

1-800-732-0717

www.pennerbathingspas.com

1-866-736-6377

Direct
Replacement of
Original Parts w/o
Changing frame

Frame used
to Update
Chairs

Other Parts
Needed for
Complete Update

Current Chairs

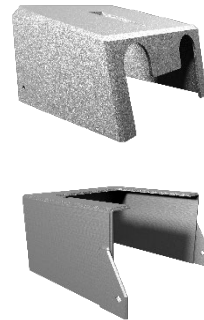
Pre- Aug 2020 Chairs



Pre-Aug 2020 Bariatrics
382500-1
383500-1



N/A




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

N/A



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



Superior
384000-1, 385000-1
386000-1*, 387000-1
388000-1, 389000-1*



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

1-800-732-0717

www.pennerbathingspas.com

1-866-736-6377



Pre- Aug 2020 Chairs

Direct
Replacement of
Original Parts w/o
Changing frame

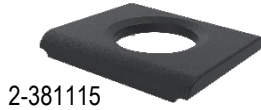
Frame used
to Update
Chairs

Other Parts
Needed for
Complete Update

Current Chairs



Pacific
393000-1, 394000-1



* 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
Spa				
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	
Transfer				
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 (9 Volt)			X	
Scale is calibrated regularly or when variance are observed. (May be more or less according to Facility regulations) Use a calibrated weight to do calibrations.		X		
Reservoir				
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

101 Grant St.

Aurora, Ne 68818
1-800-732-0717

www.pennerbathing.com



Notes:

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