

PEX Frequently Asked Questions

Do I need to be certified by Jones Stephens to install PEX pipe and fittings?

No, you do not need to be certified to install Jones Stephens' PEX pipe and fittings. Jones Stephens' PEX pipe, expansion fittings, and crimp fittings, install the same as most PEX systems in the market today. Therefore, if you have been trained, qualified, or certified to install another manufacturer's PEX pipe and fittings system, you would have the knowledge to install the Jones Stephens system. If you would like to be trained on product features and general installation requirements, please contact your local sales representative.

My local code inspector is asking for a certification card. How do I get one?

You do not need to be certified to install Jones Stephens' PEX-A pipe and fittings, therefore we do not offer certification cards. However, we do provide a product training card if you have successfully completed the training on the installation instructions for Jones Stephens PEX Pipe and Fittings. If your local inspector is requiring something like this prior to installation, please reach out to your local sales representative.

Is there a difference in White PEX pipe and Natural PEX pipe?

No. Some manufacturers do offer a pure white pipe; however, Jones Stephens offers both natural color (PEX-A) and white color (PEX-B). The color has no effect on the product or its performance. The natural-colored pipe has the same warranty, certifications, and standards as our red, blue, and white pipe.

Note: Based on market feedback, Jones Stephens has made the decision to change our natural-colored pipe to white pipe. This change affects PEX-A potable water and oxygen barrier pipe only. This will be a rolling change and you may receive mixed batches for a period of time. Contact your local sales representative with any questions.

Jones Stephens' Natural PEX-A pipe has a hint of yellow color? Is this normal?

The yellow tone in the natural pipe is due to antioxidants in the resin during the extrusion process and is necessary for the chlorine rating. This is normal and has no impact on the performance of the pipe, which meets and remains certified to the appropriate industry standards. Please refer to our catalog for a comprehensive breakdown of the certifications and compliance.

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Why does Jones Stephens put coils in a box instead of individually shrink wrapping?

The coils are tightly wrapped and then placed inside a sustainable cardboard box for ease of handling, storing, and recycling.

Note: Based on market feedback, Jones Stephens has made the decision to eliminate the outer box and continue with shrink wrapping only. This will be a rolling change and you may receive mixed batches for a period of time. Contact your local sales representative with any questions.

Does Jones Stephens PEX pipe require the use of certain expansion or crimp tools?

For expansion connections, there are compatible Milwaukee® tools, including the M12 and M18 ProPEX tools, and compatible Dewalt® tools. Refer to our PEX Installation Guide for a list of compatible make and models. For crimp connections, you may use any proper crimp tool designed for the installation of PEX-A and PEX-B systems. Please refer to the tool manufacturer's instructions, as well as the recommended inspection and maintenance program, to keep the tools in proper working condition.

Can I use another manufacturer's expansion rings with Jones Stephens pipe and fittings?

Yes, however, the warranty will be affected when used in combination with non-Jones Stephens pipe and fittings. Please refer to the warranty document for complete details.

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What is the recommended range of storage temperature for PEX piping?

Jones Stephens' PEX piping can be stored between -94°F - 180°F. Exposure of the pipe to temperatures outside of this range may result in damage or product failure. When PEX-A pipe is stored in temperatures below 73°F, it must be warmed before the pipe can be expanded. Refer to our PEX Installation Guide for complete storage details.

Can I store the pipe outside?

No. PEX pipe, including coils and sticks, should not be stored outdoors in direct sunlight. This limits UV exposure.

What do I do if my PEX-A pipe is kinked?

To ensure system reliability, if the pipe does become kinked, our recommendation is to repair by cutting out the damaged section of the pipe and install a repair coupling. Please refer to our PEX Installation Guide for complete details.

What is the material composition difference between PEX-A and PEX-B?

Though PEX-A and PEX-B are both made from crosslinked polyethylene, PEX-A has a greater elasticity due to the manufacturing process.

Can PEX-B pipe be used with expansion fittings?

No, PEX-B is not approved for use with expansion fittings.

Can Jones Stephens' PEX be air tested instead of pressure tested?

Yes. PEX can be pressure tested with water or air, however, it depends on your local code requirements.