

# PEX-A Frequently Asked Questions

## **Q. Can I use a different manufacturer's expansion rings with Jones Stephens pipe and fittings?**

- A.** 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.

## **Q. Do I need to be certified by Jones Stephens to install PEX pipe and fittings?**

- A.** No. Jones Stephens does not offer certification courses for our PEX system. Jones Stephens' PEX-A pipe, expansion fittings, and crimp fittings, install the same as all other PEX-A systems in the market today. Therefore, if you have been trained, qualified, or certified to install another manufacturer's PEX-A 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. We're happy to schedule a demo with your company.

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

- A.** You do not need to be certified to install Jones Stephens' PEX-A pipe and fittings, therefore we do not offer certification cards. However, if your local inspector is requiring something like this prior to installation, please reach out to your local sales representative.

## **Q. Is there a difference in White PEX pipe and Natural PEX pipe?**

- A.** No. Some manufacturers do offer a pure white pipe; however, Jones Stephens offers a natural color. 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 and blue pipe.  
**Note:** Based on market feedback, Jones Stephens has made the decision to introduce a new pipe for potable water and oxygen barrier applications that will be White in color. 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.

## **Q. Why does Jones Stephens' Natural PEX pipe look yellow?**

- A.** 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.

## **Q. Can I store the pipe outside?**

- A.** No. PEX-A pipe, including coils and sticks, should not be stored outdoors in direct sunlight.

## **Q. Why does Jones Stephens put coils in a box instead of individually shrink wrapping?**

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

## **Q. Does Jones Stephens PEX-A pipe require the use of certain expansion or crimp tools?**

- A.** For expansion connections, there are four compatible Milwaukee® tools, including the M12 and M18 ProPEX tools. For crimp connections, you may use any proper crimp tool designed for installation of a PEX-A system. 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.

## **Q. What do I do if the pipe is kinked?**

- A.** Due to its flexibility, it is very rare for PEX-A pipe to kink. To ensure system reliability, if the pipe does become kinked our recommendation is to repair by cutting out the damaged section of pipe and install a fitting.