

What is PEX?



Premium Stainless Steel PEX Fittings are an excellent choice for residential, commercial & specialized plumbing applications from large condos in the cities to plumbing water systems supplies by ground well water in rural areas.

Variety of Materials

Stainless Steel



Brass



Plastic



PEX Pipe

PEX A

- Highest Flexibility
- Has “memory” which means it shrinks back to size
- Has the greatest “kink” resistance

PEX B

- Lower “kink” resistance
- More rigid than PEX A & PEX C



PEX C

- Lower “kink” resistance than PEX A
- Least common type of PEX piping in use

Crimp vs Cold Expansion

Crimp

Crimp PEX fittings work by putting a crimp ring on the PEX pipe, inserting the fittings into the PEX pipe, and then crimping the ring to hold the fitting securely to the pipe.



Cold Expansion

Cold expansion PEX tubing and collar expand around the fitting before returning to its original form, creating a secure and tight seal. PEX A has “memory”, meaning that even after being stretched, it tries to return to its original form (hence creating a tight seal)



Customer Objections

“I’ve never had a problem with flow rate before”

It’s important to remember that these things have a way of hiding for a time. Many homeowners will feel the impacts of this decision long after the job is completed and the contractor has left. The sweep elbow design gives both contractor and homeowner a like, the knowledge that friction isn’t going to be as much of a problem in this water system.

“I’ve always used copper”

Copper cannot bend around corners and requires soldering which makes it more difficult to install. PEX systems are easier and quicker to install and are typically less expensive compared to copper systems.

Upsell Opportunities



From Plastic or Brass, to Stainless Steel

Stainless Steel is a stronger material and has many benefits including the sweep elbow design. 90° elbows have a reduced flow rate. When the water hits these, it creates a lot of turbulence, causing friction loss and reduces overall flow.

If they are buying PEX fittings, but not the tubing and vice versa

If a customer is purchasing their PEX fittings from you but not the tubing, they are probably getting it from somewhere else, and vice versa. You should speak to them about the tubing or fittings, providing them with all the information they need.