

Who Makes the Most Reliable Appliances?

CR's Appliance Brand Reliability Rankings can help you avoid problem-prone machines—and the cost of repairs

By Consumer Reports
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There are many ways to assess a manufacturer's reputation for reliability—personal experience, word of mouth, marketing. But nothing beats real-world data.

That's why Consumer Reports is rolling out our first-ever Appliance Brand Reliability Rankings. In the chart at right, you can see at a glance how reliable one brand is relative to another across multiple appliances. The results are based on data CR collected from our members on more than 381,000 kitchen and laundry appliances purchased between 2008 and 2018.

To calculate predicted reliability, we asked members how many times the products they own broke or stopped working as well as they should. We used that data to estimate how new models from a given brand will hold up over the first five years.

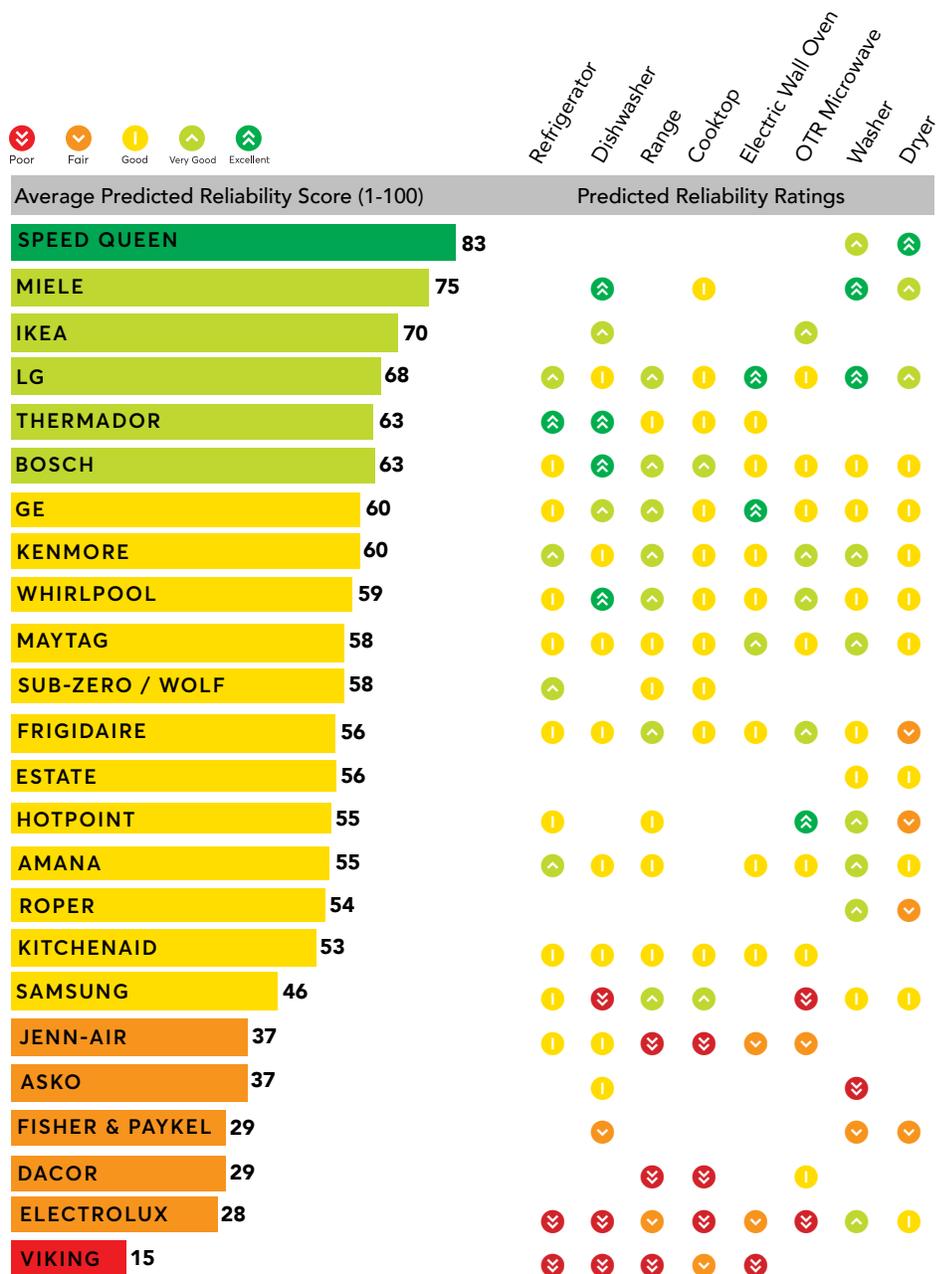
Here we include only brands for which we have sufficient data in at least two categories of major appliances.

The predicted reliability ratings for appliances from each brand are an average of the ratings for all types of that brand's appliances (for example, front-loaders, top-loaders, etc., for washing machines). LG gets an Excellent rating for washing machines because each type of washer it makes rates Excellent for predicted reliability.

For each brand, the Average Predicted Reliability Score has been adjusted to account for differences among types of appliances. A brand that earns relatively high marks for its French-door refrigerators, for example, will get a bump in its score because French-door models are less reliable than other refrigerator types. Without this statistical adjustment, a brand that makes only top-freezer refrigerators—the most reliable type—would have an unfair advantage over brands that make multiple types.

Certain manufacturers are remarkably consistent in terms of reliability. If you're looking to outfit your kitchen or laundry room with ap-

Appliance Brand Reliability



Empty spaces indicate that either the manufacturer doesn't make that appliance or we have insufficient data to calculate a reliability rating.

pliances from the same brand, you'd do well to consider Miele, LG, Thermador, and Bosch. And you'll want to be careful when considering Samsung, Jenn-Air, Dacor, Electrolux, and Viking because each has multiple appliance categories that earn a Poor reliability rating. Keep in mind that our predicted reliability ratings are not an indi-

cator of performance. Speed Queen, for instance, tops our list with high reliability ratings for washers and dryers, but its machines don't always perform well in our lab tests. So even when you settle on a reliable brand, you'll want to check our full ratings to pick a specific model.
