

Heat Pumps

Buying Guide

Brand Reliability

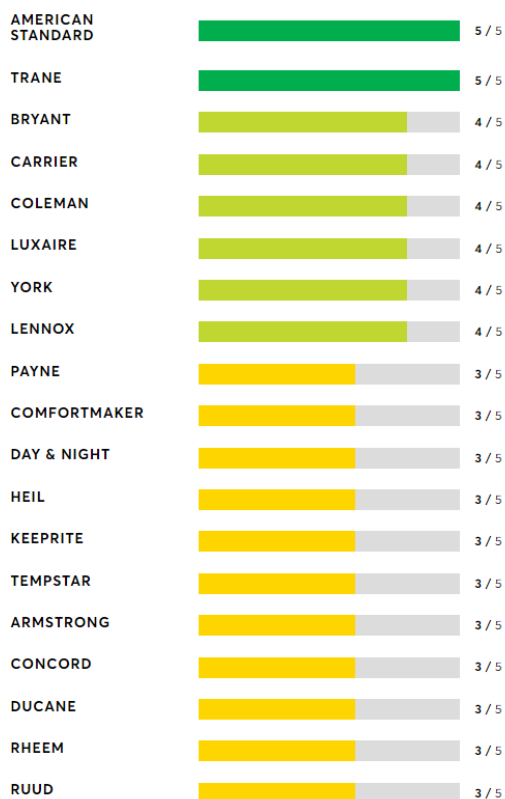
Predicted Reliability & Owner Satisfaction

Results in the following chart are gathered from Consumer Reports' 2019 and 2021 Summer Surveys of 13,458 heat pumps, owned by members who purchased a new unit between 2005 and 2021.

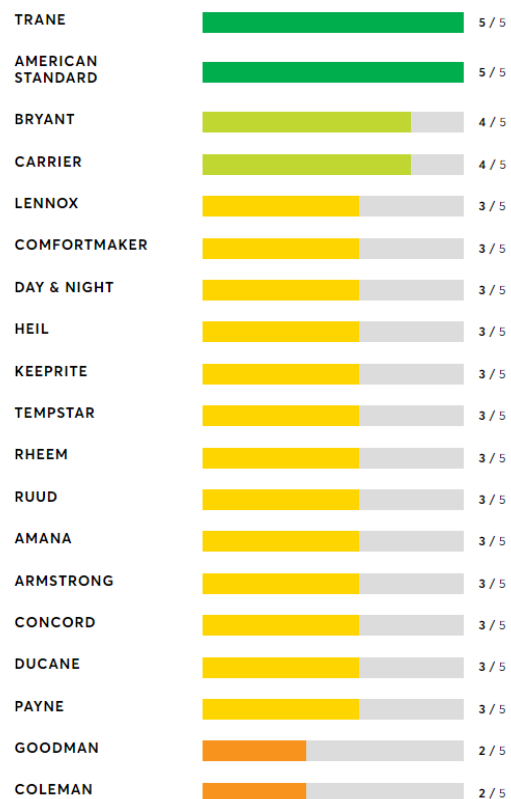
Our predicted brand reliability ratings are based on a statistical model that estimates problem rates for heating or cooling within the first 8 years of ownership, for heat pumps that are not covered by an extended warranty or service contract. We also adjust for the number of months per year that heat pumps are used. The median number in our survey was 12 months. Higher ratings are indicative of better reliability.

Our owner satisfaction ratings are based on the proportion of members who are extremely likely to recommend their heat pump brand to friends and family.

Predicted Reliability



Owner Satisfaction



Central Air Conditioning

Buying Guide

Brand Reliability

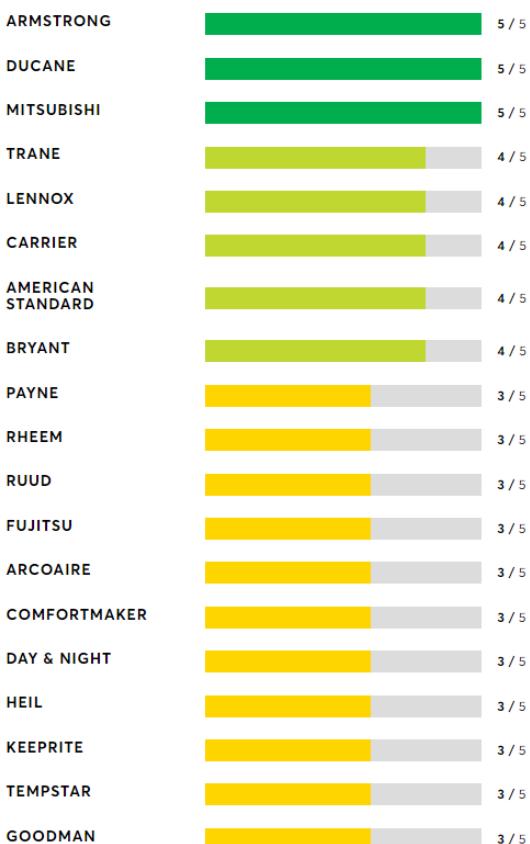
Predicted Reliability & Owner Satisfaction

Results in the following chart are gathered from Consumer Reports' 2020 and 2022 Summer Surveys of 18,172 central air conditioners, owned by members who installed a new system between 2007 and 2022. The ratings also include two brands, Mitsubishi and Fujitsu, which only offer ductless mini-split systems.

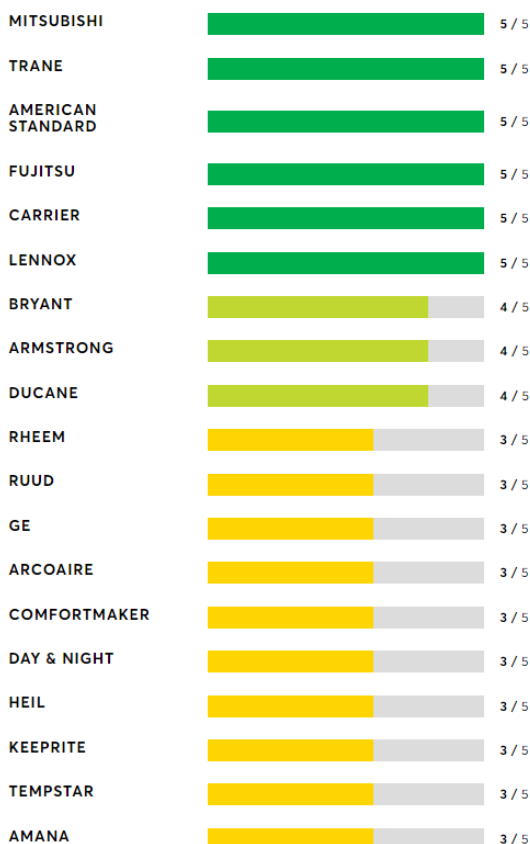
Our predicted brand reliability ratings are based on a statistical model that estimates problem rates by the end of the 8th year of ownership, for central air conditioners that are not covered by an extended warranty or service contract. We also adjust for the median number of months of use per year. The median in our survey was 5 months per year. Higher ratings are indicative of better reliability.

Our owner satisfaction ratings are based on the proportion of members who are extremely likely to recommend their central air conditioner brand to friends and family.

Predicted Reliability



Owner Satisfaction



Gas Furnaces

Buying Guide

Brand Reliability

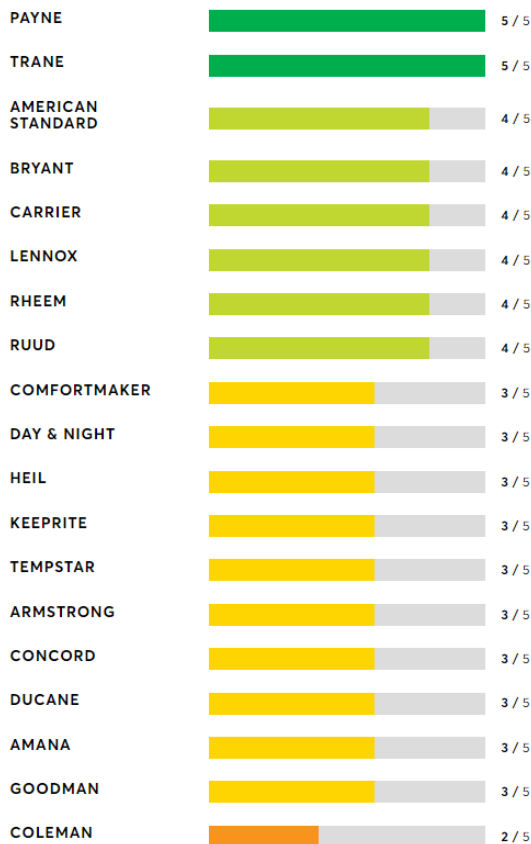
Predicted Reliability & Owner Satisfaction

Results in the following chart are gathered from Consumer Reports' 2019 and 2021 Summer Surveys of 36,348 gas furnaces, owned by members who purchased a new unit between 2005 and 2021.

Our predicted brand reliability ratings are based on a statistical model that estimates problem rates within the first 10 years of ownership, for gas furnaces that are not covered by an extended warranty or service contract. We also adjust for the number of months per year that gas furnaces are used. The median number of gas furnaces in our survey was 6 months. Higher ratings are indicative of better reliability.

Our owner satisfaction ratings are based on the proportion of members who are extremely likely to recommend their gas furnace brand to friends and family.

Predicted Reliability



Owner Satisfaction

