

Built to last

Which vacuum cleaner and white-goods brands can you trust?

When you buy, say, a new fridge or washing machine, you don't want to have to fork out on repairs a couple of years later. Thankfully, our annual reliability survey on white goods and vacuum cleaners tells you which brands to trust and which to avoid.

Because we regard reliability so highly, products can become Best Buys only if their brands score average or above for reliability. The only exception is if a manufacturer has a market-leading warranty – five years in the case of Dyson and Nilfisk vacuum cleaners.

But just because a manufacturer is reliable, it doesn't necessarily mean that its products will perform well in our tests. So to ensure that you buy only the best, we've included details of our Best Buys that are produced by the most reliable brands.

If your existing appliance suffers a fault, read 'Repair or replace?', p42. If you don't want to do the repairs yourself, check out the Which? Local website (www.which-local.co.uk). You'll find recommendations made by Which? members for domestic repair shops around the country – turn to p33 for more information.

OUR RESEARCH

In July and August 2007, 12,839 Which? members replied to our postal survey about the reliability of white goods up to six years old.

All appliances in the survey are included in their respective products' overall reliability, but there must be at least 50 owners of a brand for it to receive a reliability score. We base each brand's reliability on how many of

its machines needed repairing – we call this the Which? reliability index. Scores for each brand are adjusted to account for sample size and product age – so a brand won't be penalised if a lot of owners have older models that are more likely to have needed a repair. We analyse the difference between a brand's reliability score and the overall reliability

score for that product. To get an above- or below-average rating, a brand's score must be statistically different to the product's overall reliability. We also asked readers whether they would recommend their brand to a friend.

KEY TO RESULTS

- Above average
- Average
- Below average

Overall reliability = mean reliability for each appliance

THE TIMELESS TUMBLE DRYER

Karen Russell 54, office administrator

Karen's husband bought their Creda Compact 3S tumble dryer when her son was born, which was 29 years ago.

Karen told us: 'My husband thought I'd need one with the baby, because back then we didn't have disposable

nappies and I needed to quickly dry reusable ones. My husband's father was a Which? member and we got this particular model as it was recommended by Which? and it had a stainless-steel drum.'

Twenty-nine years

down the line, times have changed, but the Creda remains the same. It's still tumbling away, having never received any repairs or replacement parts.

'It's not particularly noisy and we still use it for clothes,' said Karen.

Washing machines



We received more responses in our survey for front-loading washing machines than for any other appliance, with almost four out of five respondents saying they own one. There's little to choose between the top five brands, although Miele sits ahead of the pack. Unlike last year, Zanussi-Electrolux now scores above average.

Most reliable Best Buys

Freestanding Zanussi-Electrolux ZWF14581, £349; Miele Prestige Plus, £549. **Built-in** Miele W2809i WPM, £767. **Compact** Bosch WLX 24162, £345. (See p54 for our latest washing machine test results.)

You recommend

Miele is the most highly thought-of brand – 89 per cent of owners would definitely

WASHING MACHINES

Reliability of front-loading washing machines up to six years old

Miele	(460)	92%
Bosch	(2056)	91%
Siemens	(174)	91%
Tricity Bendix	(96)	91%
Zanussi/ Zanussi-Electrolux	(619)	91%
AEG/ AEG-Electrolux	(271)	89%
Candy	(69)	89%
Whirlpool	(148)	86%
LG	(125)	84%
Servis	(105)	84%
Hoover	(233)	81%
Indesit	(247)	81%
Hotpoint	(814)	79%

recommend it to a friend. Three quarters of Bosch and two thirds of Siemens owners feel similarly. Hoover and Servis proved far less popular – definitely recommended by only 33 and 30 per cent, respectively.



BREAKDOWN SUMMARY

The top reasons your washing machines broke down

- 13% Door
- 12% Drain pump/hose
- 12% Program failure



COST OF REPAIR

A leaky door might need a new seal: this will cost about £20 to £40. You could fit it yourself, but it can be fiddly to do.

A new drain pump costs from around £30. If the hose is the problem, you're probably looking at a cheaper replacement part – somewhere around £5 to £15.



Washer-dryers



There's an obvious space-saving benefit in purchasing one appliance to tackle two jobs. But washer-dryers have proven to be the least reliable appliance overall, with 24 per cent requiring repair within the first six years. If you can't be without one, there are two clear brand leaders in reliability terms – AEG-Electrolux and Zanussi-Electrolux.

Most reliable Best Buy

Freestanding AEG-Electrolux L16830, £530 (see *Which?*, October 2007, p56).

You recommend

Bosch and AEG-Electrolux machines received the biggest thumbs up from, respectively, 64 and 60 per cent of owners. Unsurprisingly, considering its reliability score, only 33 per cent of owners would definitely recommend their Hotpoint. Indesit and Hoover models scored even lower.

WASHER-DRYERS

Reliability of washer-dryers up to six years old

AEG/AEG-Electrolux	(83)	84%
Zanussi/ Zanussi-Electrolux	(165)	84%
Bosch	(105)	80%
Sample size in brackets.		
Hoover	(59)	72%
Total sample: 833 owners.		
Indesit	(64)	72%
Overall reliability = 76%		
Hotpoint	(147)	68%



BREAKDOWN SUMMARY

The top reasons your washer-dryers broke down

- 16% Program failure
- 12% Drain pump/hose
- 11% Door
- 11% Drum does not rotate



COST OF REPAIR

Program failure could be due to many things, including a problem with the circuit board, a loose wire, blocked filters or a broken control knob. A new circuit board can cost more than £100 – expensive compared with, say, £10 for a new control knob. To keep your washer-dryer in good working order, it's a good idea to regularly clear its filters.

Tumble dryers

Tumble dryers proved to be the most reliable washing appliances, with only one in ten of those under six years old requiring a repair. There's one clear leader, though – Miele sits at the top of the tree with an above-average reliability score of 94 per cent. What's more, it also dominates our tumble-dryer tests, with more Best Buys than any other brand – see www.which.co.uk/cleaners or refer to *Which?*, November 2007, p70, for the latest test results.

Most reliable Best Buys

Condenser Miele T7644C Novotronic, £580; Miele T8422C Honeycomb Care, £700. **Vented** Vented Miele T8322, £521. (All in *Which?*, November 2007, p70.)

You recommend

As with last year, Miele owners are the most likely to recom-

mend their brand to a friend. Bosch and AEG-Electrolux are also high on the list. Somewhat paradoxically, although Indesit achieves a strong 92 per cent reliability score, only 24 per cent of owners in our survey said they'd definitely recommend their tumble dryer to a friend – this is less than any other brand.



BREAKDOWN SUMMARY

The top reasons your tumble dryers broke down

- 16% Door
- 15% Element/heater fault
- 14% Thermostat



COST OF REPAIR

See 'Cost of repair' for washing machines, opposite, for more about door seals. A new element could set you back £40 to £140, depending on your machine's make. Heater problems could be due to a loose connection.

TUMBLE DRYERS

Reliability of tumble dryers up to six years old

Miele	(144)	94%
AEG/ AEG-Electrolux	(124)	92%
Indesit	(101)	92%
Zanussi/ Zanussi-Electrolux	(304)	92%
Bosch	(478)	90%
Creda	(409)	90%
White Knight	(353)	90%
Hoover	(116)	88%
Whirlpool	(151)	88%
Hotpoint	(541)	86%

Sample size in brackets.
Total sample: 3,100 owners.
Overall reliability = 90%



LG and Neff are the kings of cool when it comes to fridge-freezers

Dishwashers

In our survey, Bosch, Miele and Neff dishwashers received above-average reliability scores. Interestingly, even though Miele dishwashers have been awarded more Best Buys than any other brand, we found that Bosch dishwashers proved to be the most popular among our survey's respondents – almost two in every five machines were Bosch. Many Bosch models perform well in our tests and they're generally cheaper than Miele's, which may account for their popularity.

Most reliable Best Buys

Full-sized freestanding

Miele G1232SC, £800;

Miele G1222SC, £580.

Slim-line freestanding

Miele G1102SC, £554.

Compact

Bosch SKT5102

Classixx, £300. (All listed

models are in *Which?*,

November 2007, p58.)

You recommend

Miele and Bosch prove most

popular with their owners – 83 and 70 per cent respectively said they would definitely recommend their dishwasher to a friend.

MFI's own-brands and Smeg, on the other hand, sit at the bottom of the pile. Based on the results of our survey, only 15 and 19 per cent of owners, respectively, would definitely recommend these brands of dishwashers to others.



BREAKDOWN SUMMARY

The top reasons your dishwashers broke down

19% Not draining properly

14% Door

13% Program failure



COST OF REPAIR

Poor drainage could be the result of problems with the drain hose, drain valve, motor, pump assembly and more. A hose might cost up to £25, a motor from about £100 to £200, depending on make and model.

DISHWASHERS

Reliability of dishwashers up to six years old

Bosch	(1590)	93%
Miele	(319)	93%
Neff	(281)	93%
Electrolux	(79)	90%
Siemens	(146)	90%
AEG/AEG-Electrolux	(240)	88%
MFI/Diplomat/Hygena	(89)	85%
Smeg	(58)	83%
Whirlpool	(153)	83%
Zanussi/Zanussi-Electrolux	(225)	83%
Indesit	(130)	82%
Hotpoint	(326)	82%

Sample size in brackets. Total sample: 4,124 owners. Overall reliability = 88%

Fridge-freezers

We received more responses for fridge-freezers than either of the separate refrigeration appliances, and around one in every three of the fridge-freezers in our survey is either a Bosch or a Hotpoint machine.

When it comes to reliability, LG and Neff are the kings of cool, with matching 94 per cent reliability scores. At the other end of the table, Whirlpool brings up the rear with a reliability score of 86 per cent – this is the lowest score for fridge-freezers in this year's survey.

Most reliable Best Buys

Side-by-side LG

GRL207TUJA, £649.

Freestanding Siemens

KG28XM40, £849;

Siemens KG32U193GB,

£800. **Built-in** Hotpoint

HMB31 3I, £500. (All listed

models are in *Which?*,

March 2007, p65).



You recommend

Miele and Bosch owners are happiest with their fridge-freezers – respectively, 75 and 62 per cent of owners would definitely recommend their brand. However, three fridge-freezer brands receive little endorsement – less than a third of owners who responded to our survey said they would definitely recommend their Indesit, Servis and Candy fridge-freezers.



BREAKDOWN SUMMARY

The top reasons your fridge-freezers broke down

24% Thermostat

16% Door

9% Accessories (shelves, drawers, units)



COST OF REPAIR

The temperature in your fridge-freezer is controlled by either a thermostat or a temperature sensor. Replacement thermostats and sensor kits range in price from around £15 to £55.

FRIDGE-FREEZERS

Reliability of fridge-freezers up to six years old

LG	(205)	94%
Neff	(85)	94%
Beko	(271)	91%
Daewoo	(71)	91%
Hoover	(87)	91%
Lec	(81)	91%
Servis	(89)	91%
Siemens	(117)	91%
Zanussi/Zanussi-Electrolux	(267)	91%
Bosch	(841)	90%
Electrolux	(98)	90%
Indesit	(71)	90%
Liebherr	(59)	90%
Miele	(77)	90%
AEG/AEG-Electrolux	(128)	88%
Candy	(122)	88%
Hotpoint	(506)	88%
Samsung	(285)	88%
Whirlpool	(216)	86%

Sample size in brackets. Total sample: 4,080 owners. Overall reliability = 90%

FRIDGES
Reliability of fridges up to six years old

Beko	(276)	97%
Frigidaire	(107)	97%
Neff	(134)	97%
Miele	(77)	95%
Bosch	(506)	93%
Electrolux	(117)	93%
Lec	(147)	93%
Liebherr	(56)	93%
Siemens	(53)	93%
MFI/ Diplomat/Hygena	(55)	91%
Whirlpool	(148)	91%
Zanussi/ Zanussi-Electrolux	(187)	91%
AEG/AEG-Electrolux	(120)	89%
Hotpoint	(454)	89%

Sample size in brackets. Total sample: 2,910 owners. Overall reliability = 92%

Fridges

Beko, Frigidaire and Neff owners look to be the least likely to end up calling a repairer, with impressive reliability scores of 97 per cent. If you own a Bosch or

Hotpoint fridge, you are in good company, as they appear in more of our respondents' homes than any of the other brands. But while Bosch owners can be reason-

ably happy with their brand's 93 per cent reliability score, Hotpoint's 89 per cent score leaves it below average, along with fridges made by AEG-Electrolux.

Most reliable Best Buys

Built-in tall Neff K4624x4GB, £773 (*Which?*, October 2007, p48). **Tall** Beko TLA6018, £230 (go online to www.which.co.uk/kitchen). **Built-in worktop height** Neff K4316X4GB, £300 (www.which.co.uk/kitchen).

You recommend

Bosch and Miele receive more recommendations than any other fridge brands in our survey. Beko, Frigidaire and Neff owners appear harder to please – even though these brands came out on top in our reliability survey. Less than half of the owners of these makes said they would definitely recommend their fridge to a friend.


BREAKDOWN SUMMARY
The top reasons your fridges broke down

- 27% Door
- 26% Thermostat
- 17% Accessories (shelves, drawers, units)


COST OF REPAIR

If the seal around the door – also known as a gasket – is allowing air to escape, it may need replacing. However, it's easier to replace the whole door if the seals are factory fitted, as they are on some models. We've seen prices for a new door from around £90 to £170. If the seal's the problem and it's easily replaceable, it's a much cheaper part to buy and could cost you less than £20.



Freezers

On average, only one in 20 freezers required repair during the first six years – making them the most reliable refrigeration appliances in our survey. Bosch, chest-freezer specialist Norfrost, and Zanussi-Electrolux freezer owners proved the least likely to find themselves on the phone to a repairer, with these three brands each scoring an impres-

sive 98 per cent reliability. In fact, you can't go far wrong with any of the brands in our table, as each scores average or above for reliability. If you're wondering why Neff isn't included in our table, it's because we didn't receive enough responses from owners. Neff is rated above average for the other cold appliances that are featured in this report.


BREAKDOWN SUMMARY
The top reasons your freezers broke down

- 20% Thermostat
- 18% Accessories (shelves, drawers, units)
- 13% Condenser broken
- 13% Door


COST OF REPAIR

You can buy new drawers and flaps for compartments for most freezers; we've seen costs between £13 to £45. You can either buy from some manufacturers' websites or call their spares helpline – you'll find the number on the manufacturer's website or in your manual.

FREEZERS
Reliability of freezers up to six years old

Bosch	(396)	98%
Norfrost	(80)	98%
Zanussi/ Zanussi-Electrolux	(203)	98%
Beko	(226)	96%
Electrolux	(136)	96%
AEG/ AEG-Electrolux	(112)	95%
Frigidaire	(135)	95%
Lec	(99)	95%
Miele	(60)	95%
Hotpoint	(405)	93%
Proline	(71)	93%
Whirlpool	(244)	93%

Sample size in brackets. Total sample: 2,811 owners. Overall reliability = 95%

Most reliable Best Buys

Freestanding worktop height Miele FN 1432 S, £362 (*Which?*, July 2007, p70); Bosch GSD 11V20GB Exxcel, £250 (*Which?*, July 2006, p56). **Built-in worktop height** Zanussi ZUD 9100 FA, £269; Bosch GUD 15A40, £330 (both in *Which?*, July 2007, p70).

You recommend

Miele and Bosch owners appear far happier with their freezers than owners of any other brand, with 79 and 73 per cent of respondents, respectively, saying they'd definitely recommend them to a friend. Less than half the owners of every other brand proved willing to speak so positively of their make.



COOKERS

Reliability of freestanding cookers up to six years old

Sample size in brackets.	Stoves	(181)	87%
Total sample: 2,146 owners.	Beko	(52)	83%
Overall reliability = 79%	Creda	(164)	83%
	Hotpoint	(135)	83%
	New World	(63)	83%
	Tricity Bendix	(101)	83%
	Cannon	(348)	80%
	Electrolux	(54)	80%
	Belling	(239)	76%
	Rangemaster	(170)	76%
	Zanussi/ Zanussi-Electrolux	(113)	76%

Freestanding cookers



Freestanding cookers, including range cookers, are the least reliable cooking appliances covered by our survey – one in five needed a repair in the first six years of their life. Stoves is the stand-out brand leader, with an above-average 87 per cent reliability score.

Most reliable Best Buys

Range cookers Hotpoint EG1000EX, £750; Cannon Traditional 1000mm, £1,105; Rangemaster Toledo 110 Dual fuel, £1,361. (All in *Which?*, August 2007, p61.) You can read our next test of freestanding cookers in May.

You recommend

Overall, only 37 per cent of owners would definitely recommend their brand – one of the lowest rates of all appliances in our survey. Rangemaster had the most positive response from its owners, with 57 per cent definitely recommending it.



BREAKDOWN SUMMARY

The top reasons your freestanding cookers broke down

- 19% Oven will not heat up effectively
- 16% Oven will not heat up at all
- 14% Door



COST OF REPAIR

Ineffective oven heating could be due to a broken element. In fan ovens with only one element, a failure of the element will result in the oven not heating up at all. We've seen replacement elements available for less than £40.

Repair or replace?

Use our advice to decide

The cost of a repair depends on the problem, as some parts are more expensive than others. But if your appliance is old, it may be better to replace it with a more energy-efficient model.

The calculator on the Time to Change website (www.t2c.org.uk) gives you a guide to how much energy and money you might save by replacing an appliance that's more than seven years old. It doesn't account for the environmental impact of manufacturing a new appliance, but independent studies suggest this accounts for less than 20 per cent of the energy the appliance uses in its whole lifetime.

If you're sticking with your old appliance and it requires a repair, see p83 for more on your legal rights, and find a recommended repairer on the *Which?* Local website (www.which-local.co.uk).

Which? member Peter Davey shared his repair experience on *Which?* Local. Peter said: 'The repairer took considerable trouble finding a spare part for an old-fashioned Hoover twin-tub washing machine and collected and fitted it in a very professional manner. The price for his call-out was very reasonable.'



Built-in ovens

Electric double ovens, as opposed to single or gas ovens, are the most popular in your homes, with nearly half of the survey respondents owning them. New World takes top honours in this year's built-in oven survey, with a reliability score of 90 per cent.



Most reliable Best Buys

Single electric AEG-Electrolux B8871-4, £599.

Double electric AEG-Electrolux D8800-4-M, £715; Siemens HB55M550B, £1,000.

(All of these models are in *Which?*, June 2006, p57.)

You recommend

Sixty-one per cent of Bosch owners would definitely recommend its built-in ovens.



BREAKDOWN SUMMARY

The top reasons your built-in ovens broke down

- 28% Oven will not heat up effectively
- 19% Door
- 15% Oven will not heat up at all



COST OF REPAIR

If you require a new door seal – otherwise known as a gasket – you are likely to pay around £10 to £20 for a replacement. A faulty seal may also contribute towards heat loss.

BUILT-IN OVENS

Reliability of built-in ovens up to six years old

New World	(67)	90%
AEG/ AEG-Electrolux	(233)	87%
Electrolux	(110)	87%
Hotpoint	(141)	87%
MFI Diplomat	(140)	87%
Whirlpool	(116)	87%
Bosch	(290)	84%
Neff	(671)	84%
Siemens	(83)	84%
Belling	(85)	81%
Zanussi/ Zanussi-Electrolux	(152)	81%
Baumatic	(82)	78%
Stoves	(167)	78%

Sample size in brackets. Total sample: 2,998 owners. Overall reliability = 83%

Gas hobs

In our survey, gas hobs proved to be marginally less reliable than their electric counterparts. But on average, only 6 per cent of gas hobs have required repair.

It's looking good for Bosch owners, with an above-average 97 per cent reliability score. Stoves is the only gas hobs brand featured in our survey that falls below average, with a reliability score of 90 per cent – this score is low for gas hobs that were featured in this year's survey.

Most reliable Best Buys
Gas Neff T2346, £226. **Gas on glass** Neff T2866, £379. (Both in *Which?*, October 2006, p61.)

You recommend

Top of the pyre is Bosch, with 60 per cent of owners saying they would definitely recommend their brand to a friend.

BREAKDOWN SUMMARY

The top reasons your gas hobs broke down
60% Ignition
16% Dials/switches

COST OF REPAIR

Buying a new ignition part could set you back around £40. However, for some models the cost would be substantially less.

Neff is the only other brand that receives similar positive feedback from more than half of owners. Electrolux mustered definite recommendations from 22 per cent of owners. And only 21 per cent of owners of MFI own-brands, including Diplomat and Hygena, would definitely recommend their appliance – which is the lowest recommendation score for gas hobs – despite the brands' average reliability scores.



Electric hobs

According to our survey, electric hobs are among the most reliable appliances, with only 5 per cent of those less than six years old requiring repair. Neff electric hobs are the most widely owned brand, so it's heartening to see them sitting at the very top of the reliability table for this type of appliance, as it means that it's less likely that a good proportion of you will have to fork out for repairs.

However, it seems you're on a fairly safe bet with all three of the electric hob brands that appear in our survey. Even the lowest-scoring brand – AEG Electrolux – receives a rather respectable 95 per cent reliability score.

Most reliable Best Buys
Induction Neff T4344, £592; AEG 78001, £621. (Both featured in *Which?*, October 2006, p61.)

You recommend

Electric hobs made by manufacturer Bosch receive a higher proportion of definite recom-

mendations than any of the other cooking appliances that are featured in our survey, getting the thumbs up from a respectable 65 per cent of their owners. Neff and AEG-Electrolux electric hobs receive definite recommendations from a respective 49 and 45 percent of their owners.

ELECTRIC HOBS

Reliability of electric hobs up to six years old

Neff	(201)	98%
Bosch	(83)	97%
AEG/AEG-Electrolux	(79)	95%

Sample size in brackets. Total sample: 928 owners. Overall reliability = 95%

GAS HOBS

Reliability of gas hobs up to six years old

Bosch	(139)	97%
Electrolux	(56)	95%
MFI/Diplomat/Hygena	(120)	95%
Zanussi-Electrolux	(67)	95%
AEG/AEG-Electrolux	(91)	94%
Neff	(348)	94%
Whirlpool	(86)	94%
Baumatic	(67)	92%
Hotpoint	(71)	92%
Stoves	(100)	90%

Sample size in brackets. Total sample: 1,620 owners. Overall reliability = 94%

Gas hobs proved marginally less reliable than electric ones

BREAKDOWN SUMMARY

The top reasons your electric hobs broke down
31% Dials/switches
22% Hob will not heat up effectively
18% Hob will not heat up at all

COST OF REPAIR

A new dial could cost just a couple of pounds, and a new regulator about £40. Some hobs have touch-sensitive controls – if you need to buy a new control panel or module control, it could cost well over £100.

Upright vacuum cleaners

The overall reliability for upright vacuum cleaners is low compared with their cylinder counterparts in our survey. At least one in five uprights up to six years old required repairs. Sebo's reliability outstrips the rest, with a reliability score that's 7 percentage points higher than Electrolux and Panasonic – but all three brands are above average. Dyson vacs still have below-average reliability, but there is sign of improvement. This year, as in the previous year's survey, the reliability of the one- and two-year-old Dyson upright vacuum cleaners is better than the average of the other uprights of this age – see 'Dyson vacs on the up', below right. This, combined with Dyson's five-year warranty, means we can now recommend Dyson cleaners that perform well in our tests.

Most reliable Best Buy

Sebo Felix 1 Premium, £190 (*Which?*, October 2007, p52).

You recommend

Sebo owners are by far the most willing to recommend their brand to a friend – 72

per cent would definitely do so, compared with 51 per cent for Oreck, ranked second. Dyson is the only other brand to receive such praise from more than 40 per cent of owners. Hoover uprights are by far the least recommended.

BREAKDOWN SUMMARY
The top reasons your upright vacuum cleaners broke down

- 21% Split/broken hose
- 19% Suction
- 16% Motor

COST OF REPAIR

Hoses are quite easy to replace and generally cost £20 or less. If

your vacuum cleaner isn't cleaning well or it's losing suction, empty the bag and check the filters and the hose for blockages. Otherwise, you may need to get a new drive belt. Expect to pay around £5, and you may get more than one belt in a pack.



Cylinder vacuum cleaners

Cylinder vacs are more reliable than uprights, according to our survey. Miele and Numatic (manufacturer of Henry) stand out, with impressive 97 per cent reliability scores. However, the Numatic machines we've tested haven't been of a high enough standard for them to be Best Buys.

Most reliable Best Buys

Miele Cat & Dog TT 5000, £189; Miele S4511 Premium Line, £187; Miele S5210, £140. (All in *Which?*, October 2007, p52.)

You recommend

Miele and Numatic are the most-loved brands, with more than seven in ten owners willing to definitely recommend them.

BREAKDOWN SUMMARY
The top reasons your cylinder vacuum cleaners broke down

- 25% Split/broken hose
- 15% Suction
- 11% Broken casing
- 11% Power cable



COST OF REPAIR

Hoses are generally easy to replace yourself. A new hose is likely to cost £20 or less.

CYLINDER VACS

Reliability of cylinder vacuum cleaners up to six years old

Miele	(1566)	97%
Numatic (Henry)	(187)	97%
Bosch	(218)	95%
Electrolux	(129)	95%
Panasonic	(62)	95%
AEG/AEG-Electrolux	(66)	94%
Hoover	(74)	94%
Morphy Richards	(69)	94%
Vax	(57)	92%
Dyson	(370)	87%

Sample size in brackets. Total sample: 3,062 owners. Overall reliability = 93%

UPRIGHT VACS

Reliability of upright vacuum cleaners up to six years old

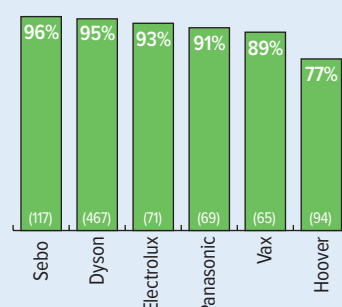
Sebo	(311)	92%
Electrolux	(202)	85%
Panasonic	(290)	85%
Vax	(121)	82%
AEG/AEG-Electrolux	(72)	80%
Oreck	(78)	80%
Hoover	(271)	77%
Dyson	(2129)	75%

Sample size in brackets. Total sample: 3,854 owners. Overall reliability = 79%

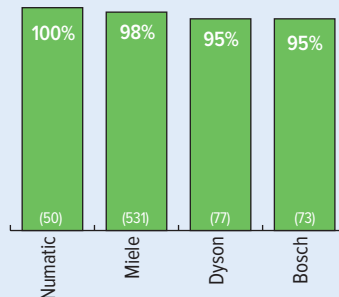
Dyson vacs on the up

We wanted to find out whether any brands' newer models had improved reliability, and Dyson upright vacs caught our attention. Although they receive a below-average reliability rating overall, the one- and two-year models do well for reliability. Dyson cylinders have also improved. The charts below show the reliability rate of one- and two-year-old vacs.

UPRIGHT



CYLINDER



Sample size in brackets. These are the raw reliability rates (before age and sample size are taken into account) for one- to two-year-old models for brands with fifty plus respondents.