



Brands that don't break

13,000 Which? members reveal which brands are really built to last

No one wants to pay top dollar for a fridge, only to have it die two years down the track. So every year we ask Which? members about the breakdown history of their appliances and the problems they've been faced with, as well as how satisfied they are overall with their white goods.

We sent surveys to 35,000 Which? members to find out which domestic appliances last the distance, and which fall at the first hurdle.

With the data we get, we can tell you which manufacturer's machines are most reliable in 13 product areas from dishwashers to vacuum cleaners. And we can tell you which brands our members like the most.

There are some clear winners in our survey – Bosch products have above average reliability scores in eight product areas. And Which? members' love affair with Miele appliances continues – it tops our Which? customer score charts in nine product areas.

Hotpoint appliances are much cheaper and are bestsellers, but in our survey, gas hobs are the only sector where Hotpoint gets above-average reliability scores. In total Hotpoint is bottom for

reliability in six product areas. If you have a Hygena or Diplomat (MFI) appliance and are concerned about service following news of MFI's trading problems, go to www.which.co.uk/mfi for advice and helpful contacts.

To find out more detailed Which? customer score information for each product, go to www.which.co.uk/reviews.

Our research on machines up to six years old tells us that modern domestic appliances are reasonably reliable, so unless you're desperate for a little extra peace of mind, save your money and don't buy an extended warranty.

However, some people may want to buy an extended warranty anyway, so we've looked at the warranty options from Argos, Comet, Currys and John Lewis to see where you can get the best deal. Extended warranty prices quoted are for products purchased at the named retailer.

For more Which? research on the selling of extended warranties, see page 30.

KEY TO RESULTS

	Above average
	Average
	Below average

OLD APPLIANCES THAT LAST FOR DECADES

Wyn and Roger Heal, 72 and 73, retired

Roger and Wyn Heal of Stockport have owned a Hotpoint washing machine that lasted for 29 years, as well as an Indesit dishwasher that was 35 before it was pensioned off for being a bit too noisy. But still going strong in their kitchen is their Kelvinator

fridge which was bought in 1964, and a Bendix tumble dryer that was brand new in the year that the Beatles released *Sergeant Pepper*, 1967.

Wyn told us: 'The fridge has needed no repair other than cosmetic – we still have the dated guarantee. We

bought the Bendix tumble dryer with my double maternity grant when our twins were born in 1967. And when the timer motor on the dishwasher burnt out we contacted Le Creuset, who made the motors, and they sent us a new one free of charge.'

Washing machines

Miele is still the most reliable brand, with Bosch and Zanussi/Zanussi-Electrolux front-loading washing machines close behind. Tricity Bendix and Siemens have both dropped from above average to average this year.

Most reliable Best Buys

Freestanding Miele W562 Prestige Plus 6 (pictured), £549; Bosch WAS 32466 Logixx, £485; Zanussi-Electrolux ZWF 16581, £354. **Built-in** Miele W2809IWP, £696; Bosch WIS24140GB, £508.

Compact Bosch WLX 24162, £335.

For the latest test results, see p48.

Which? customer score

Which? members love their Miele washing machines – they achieved a massive Which? customer score of 93%. John Lewis, Bosch and Siemens were also very popular. Servis machines, however, scored only 63%.

BREAKDOWN SUMMARY

The top three reasons your washing machines broke down

55% Drainage
29% Door
18% Drum

Extended warranties Washing machines have an overall reliability score of 88%, so an extended warranty could be a waste of money. If you do want one, the best deal is £129 for five years from John Lewis.



WASHING MACHINE RELIABILITY		
Brand	Sample	Score
Miele	460	95%
Bosch	1,890	92%
Zanussi/ Z-Electrolux	584	91%
Tricity Bendix	82	88%
Beko	71	88%
AEG/AEG- Electrolux	222	88%
Siemens	174	88%
Whirlpool	148	88%
Candy	62	88%
Servis	87	87%
Indesit	245	85%
Hoover	206	85%
LG	105	85%
Hotpoint	814	81%

Total sample size 5,532 owners Overall reliability 88%



Washer-dryers

Washer-dryers can do two jobs, and if space is tight they can come in handy. But their overall reliability is lowest of all of the products we've looked at this year, with 21% needing to be repaired in the first six years. This year, Bosch joins Zanussi/ Zanussi-Electrolux at the top of the reliability table. Hotpoint continues to bring up the rear.

Most reliable Best Buy

Zanussi ZWD12270W1 (pictured), £293; AEG L16850, £535.

Which? customer score

Despite being owned by only 4% of Which? members, Miele washer-dryers received the seal of approval from 91%



of their owners. Hoover owners aren't nearly as happy, though, with a Which? customer score of only 56%.

WASHER-DRYER RELIABILITY		
Brand	Sample	Score
Bosch	94	83%
Zanussi/ Z-Electrolux	130	83%
AEG/AEG- Electrolux	105	81%
Indesit	61	79%
Hotpoint	148	65%

Total sample size 755 owners Overall reliability 79%

BREAKDOWN SUMMARY

The top three reasons your washer-dryers broke down

55% Drainage
38% Heater
22% Door

Extended warranties Washer dryers have a low overall reliability score of 79%. If this makes you think about buying an extended warranty, the best deal is £175 for five years from John Lewis.

Tumble dryers

You'll find one in almost every other home in the UK, and tumble dryers have proven to be an appliance that you can rely on. This year Siemens is tops for reliability, with an above-average score of 98%. White Knight is also above average for reliability, scoring 92%.

Most reliable Best Buys

Vented Zanussi-Electrolux ZDE57140W, £166 (pictured).

Condenser AEG-Electrolux T59800 Lavatherm, £482.

Which? customer score

Miele is still the top of the customer charts with 94% of owners very happy with their Miele dryer.

Owners of AEG/AEG-Electrolux, Bosch, John Lewis and Siemens machines were also happy with their dryers. But Hoover dryers continue to lag behind.



TUMBLE DRYER RELIABILITY		
Brand	Sample	Score
Siemens	50	98%
White Knight	312	92%
AEG/AEG-Electrolux	104	91%
Zanussi/ Zanussi-Electrolux	317	91%
Miele	134	90%
Bosch	456	90%
Indesit	105	90%
Whirlpool	137	90%
Creda	292	88%
Hotpoint	536	87%

Total sample size 2,791 owners Overall reliability 90%

BREAKDOWN SUMMARY

The top three reasons your tumble dryers broke down

28% Heater
23% Motor
18% Door

Extended warranties Tumble dryers score 90% for overall reliability. Saving your money rather than buying a warranty will be your best bet but, if you feel you need one, the best deal is £75 for five years from John Lewis.

DISHWASHER RELIABILITY		
Brand	Sample	Score
Bosch	1,588	92%
Siemens	174	90%
Neff	284	90%
Miele	322	90%
Electrolux	70	88%
MFI (own brand – Diplomat/ Hygena)	68	88%
AEG/AEG-Electrolux	181	88%
Whirlpool	141	88%
Hotpoint	295	80%
Zanussi/ Z-Electrolux	161	79%
Indesit	128	77%

Total sample size 3,868 owners Overall reliability 88%

Dishwashers

Of all the dishwasher survey responses we received, 41% were from owners of Bosch machines. And Bosch leads the way when it comes to reliability with a score of 92%. Siemens, Neff and Miele also received above-average ratings. Bosch, Neff and Miele also provide us with 14 of our 17 Best Buy dishwashers. At the wrong end of the reliability index we find Hotpoint, Zanussi/Zanussi-Electrolux and Indesit.

Most reliable Best Buys

Full-sized freestanding Bosch SGS45C02GB (pictured), £239; Miele G1222SC, £544. **Slimline freestanding** Bosch SRS45E32GB, £282; Miele G1202SC, £629. **Full-sized built-in** Bosch SGV59T03, £539 **Slimline built-in** Bosch SRV43M03GB, £430. **Compact** Bosch SKT5102 Classixx, £249.

Which? customer score.

It's no surprise that Miele, Bosch, Siemens and Neff are the most liked makes of dishwasher with Which? members, with top marks for reliability and many Best Buys from all but Siemens. But not every make is so popular – only 51% of Smeg dishwasher owners are happy with their machine.



BREAKDOWN SUMMARY

The top three reasons your dishwasher broke down

54%	Drainage
23%	Controls
18%	Door

Extended warranties Dishwashers have an overall reliability score of 88%. So why not save yourself some money rather than coughing up for an extended warranty? If you opt to buy one, the best deal is £70 for five years from Argos and John Lewis.

Fridge-freezers

There are plenty of above-average fridge-freezer brands to choose from. Siemens leads the way with a reliability score of 96%. And Beko, Liebherr, LG, Neff and Bosch all deliver reliability scores of 91% or above. You'll find Whirlpool and

Samsung at the other end of the reliability index.

Two manufacturers' machines dominated the survey responses we received, with more than a third of all responses received coming from owners of Bosch and Hotpoint fridge-freezers.

Most reliable Best Buy

Side-by-side LG GRL207TUJA, £650. **Freestanding** Siemens

KG33NA90, £587; Siemens KG32U193GB £749.

Which? customer score

Which? members are happiest with their Miele fridge-freezers – Miele has a Which? customer score of 86% despite having an average reliability rating. John Lewis and Siemens also score highly. But own-brands from MFI (Diplomat and Hygena) score only 48%.



BREAKDOWN SUMMARY

The top three reasons your fridge-freezer broke down

69%	Thermostat
18%	Door
17%	Internal units

Extended warranties Fridge-freezers have an overall reliability score of 88%. So an extended warranty could well be money down the drain. If you're desperate for cover, the best deal is £75 for five years from Argos.

FRIDGE-FREEZER RELIABILITY		
Brand	Sample	Score
Siemens	110	96%
Beko	270	95%
Liebherr	61	91%
LG	172	91%
Neff	89	91%
Bosch	723	91%
Servis	65	90%
Indesit	83	90%
Hotpoint	559	90%
Candy	81	88%
Electrolux	116	88%
AEG/AEG-Electrolux	59	88%
Hoover	74	88%
Zanussi/ Z-Electrolux	229	87%
Miele	112	87%
Whirlpool	176	78%
Samsung	262	77%

Total sample size 3,812 owners Overall reliability 88%

Fridges

Fridges are one of the most reliable domestic appliances on the market – only 6% need to be repaired in the first six years. Neff, Bosch and Beko lead the pack with above average reliability scores of 96%, but all of the brands deliver reliability scores in the 90s. And this year AEG/AEG Electrolux and Hotpoint move up from below average to average in our reliability index.

Most reliable Best Buy

Tall Beko TLA6018, £270. **Built-in tall** Neff K4624x4GB, £751

(pictured). **Built-in worktop height** Neff K4316X4GB, £279.



Which? customer score

Miele and Liebherr owners are the most satisfied customers – their machines score 83% and 82% respectively. But MFI, which manufactures Diplomat and Hygena fridges, did not do so well, with its machines scoring only 44%.

BREAKDOWN SUMMARY

The top three reasons your fridge broke down

- 36%** Door
- 30%** Thermostat
- 22%** Internal units

Extended warranties Fridges have an overall reliability score of 94%, so you don't need an extended warranty. But if you prefer peace of mind to pounds sterling, the best deal is £40 for five years from John Lewis.

ONLINE
Want to know which fridges and fridge-freezers are most energy efficient? Go to www.which.co.uk/energysavingappliances

FRIDGE RELIABILITY

Brand	Sample	Score
Neff	141	96%
Bosch	428	96%
Beko	227	96%
Electrolux	82	95%
AEG/AEG-Electrolux	72	94%
Lec	120	94%
Zanussi/Z-Electrolux	145	94%
Frigidaire	102	94%
Whirlpool	117	94%
Miele	67	94%
Liebherr	50	94%
Hotpoint	501	93%

Total sample size 2,601 owners Overall reliability 94%

Freezers

Freezers are very reliable products. In our survey we found that less than one in 20 machines needed to be repaired in the first six years.

Zanussi/Zanussi-

Electrolux is out in front with an exceptional reliability score of 99%. Bosch is just behind, scoring 97%.

No brands deliver below-average results for reliability.



Most reliable Best Buy

Freestanding worktop height Bosch GSD 11V20 Exxcel, £210; Zanussi Electrolux ZUF1056, £295 (pictured).

Built-in worktop height Bosch GUD 15A40, £297. **Tall** AEG-Electrolux A75320-GA, £653. **Chest** Zanussi ZBF6114, £294.

Which? customer score

You'll find Miele at the top of Which? customer score table for freezers, scoring 86%. And owners of AEG/AEG-Electrolux, Bosch and John Lewis freezers all rate them highly – all three brands score 80% or more. But owners of Proline models aren't so happy – it scores just 57%.

BREAKDOWN SUMMARY

The top three reasons your freezer broke down

- 65%** Thermostat
- 31%** Door
- 22%** Condenser

Extended warranties Freezers have an overall reliability score of 96% – higher than any other product, so there's no need to buy extra cover. But if you do want to, the best deal is £60 for five years from Argos.

FREEZER RELIABILITY

Brand	Sample	Score
Zanussi/Z-Electrolux	145	99%
Bosch	312	97%
Norfröst	78	96%
Beko	190	96%
Electrolux	120	96%
Proline	56	96%
Whirlpool	201	96%
Frigidaire	142	96%
AEG/AEG-Electrolux	61	96%
Hotpoint	433	95%
Miele	72	95%

Total sample size 2,475 owners Overall reliability 96%



Gas hobs

Gas hobs are one of the most reliable appliances you can buy, with only one in 20 needing to be repaired within the first six years of purchase. It's good news for owners of Hotpoint gas hobs – they score an impressive 97% for reliability. But gas hobs did well across the board, with no brands getting below-average ratings this year. Neff, Bosch and MFI (Diplomat and Hygena) are the most popular gas hob brands, with owners of these machines making up 44% of the survey responses.

Most reliable Best Buys

Gas Neff T2346 (pictured), £210. **Gas on glass** Neff T2866, £380.

GAS HOB RELIABILITY		
Brand	Sample	Score
Hotpoint	54	97%
Neff	388	96%
AEG/AEG-Electrolux	75	95%
MFI (own brand – Diplomat/Hygena)	99	95%
Bosch	164	95%
Zanussi/Z-Electrolux	63	95%
Stoves	87	95%

Total sample 1,479 owners Overall reliability 95%

Which? customer score

Which? members were most happy with their Bosch gas hobs, which scored 76% in our survey. Neff scored 74%, and Hotpoint and Siemens were also popular, with both brands scoring 72%. Whirlpool has some work to do – it scored only 55%. New World with 59%, Baumatic on 57% and Electrolux at 56% are also at the wrong end of the customer score table.



BREAKDOWN SUMMARY

The top three reasons your gas hob broke down

- 54%** Ignition
- 25%** Controls
- 21%** Hob

Extended warranties Gas hobs have an overall reliability score of 95%. This high score means that an extended warranty is likely to be a waste of money. But if you really want one, the best deal is £49 for five years from John Lewis.

Electric hobs

Electric hobs aren't likely to let you down. We found that 95% of those we received survey responses about hadn't needed to be repaired in the six years after being purchased. AEG/AEG-Electrolux and Bosch have the best overall reliability ratings, with both brands scoring an above-average 97%. But Neff and Hotpoint weren't far behind, with 96% and 95% respectively. Neff, Bosch and Hotpoint hob owners provided us with 37% of the total number of electric hob responses.

Most reliable Best Buys

Induction AEG 78001, £585.

Which? customer score

Owners of AEG/AEG-Electrolux and Neff electric hobs think highly of them – they both score 83%. MFI's own brands, Diplomat and Hygena, are at the bottom of the table, scoring 65%. And

on 67%, Zanussi/Zanussi-Electrolux, Baumatic and Electrolux are lower than we might expect.

BREAKDOWN SUMMARY

The top three reasons your electric hob broke down

- 50%** Hob
- 39%** Controls
- 5%** Pan supports

Extended warranties Electric hobs have an overall reliability score of 95%. As with gas hobs, buying an extended warranty for an electric hob is likely to be money down the drain. But if you value peace of mind, the best deal is £31 for five years from John Lewis.



ELECTRIC HOB RELIABILITY

Brand	Sample	Score
AEG/AEG-Electrolux	53	97%
Bosch	93	97%
Neff	157	96%
Hotpoint	61	95%

Total sample size 826 owners Overall reliability 95%

BEST BUY BOSCH MACHINES BUILT TO LAST

Lynne Allison, 44, school administrator

Which? member Lynne Allison of Welwyn Garden City has followed Which? recommendations when buying all of her kitchen appliances.

She told us: 'As an avid Which? fan, following your Best Buy recommendations has resulted in me purchasing a series of Bosch appliances, including my washing machine, tumble dryer and

dishwasher. All have been wonderful. They are easy to use, simple to maintain and totally reliable.

'Some years back I managed to shatter a toggle into the inner workings of my Bosch washing machine. For many months we could hear it rattling around in there, but the machine carried on working perfectly for another five years.'

Freestanding cookers

Indesit leads the way among freestanding cookers, with a reliability score of 92%, and Zanussi/Zanussi-Electrolux and Cannon also receive an above-average rating for reliability. Nearly one in four responses we received were from owners of Belling, Cannon and Rangemaster cookers.

No brands perform exceptionally poorly for reliability, but across all brands freestanding cookers are one of the least reliable products we've looked at, with one in five needing to be repaired in the first six years.



Most reliable Best Buy

Freestanding cookers Indesit KD6C35W (pictured), £345. **Range cookers** Cannon Traditional 1000mm, £1105.

COOKER RELIABILITY		
Brand	Sample	Score
Indesit	52	92%
Zanussi/ Z-Electrolux	123	91%
Cannon	356	85%
New World	65	81%
Stoves	155	81%
Creda	108	81%
Hotpoint	130	81%
Leisure	63	81%
Belling	236	80%
Rangemaster	167	80%

Total sample size 2,011 owners Overall reliability 81%

Which? customer score

Owners of Rangemaster and Britannia cookers are happiest with their machines – Rangemaster scores 78% and Britannia 75%. Less happy are owners of Smeg cookers – these score just 52%.

BREAKDOWN SUMMARY

The top three reasons your cookers broke down

33% Oven element
26% Controls
21% Door

Extended warranties

Freestanding cookers have an overall reliability score of 81%. If you buy an extended warranty, you'll be unlikely to have to use it but if you want one, the best deal is £60 for five years from John Lewis.

Built-in ovens

Built-in ovens are slightly more reliable than freestanding cookers. One third of the responses came from owners of Bosch or Neff ovens, and in our survey they were the most reliable brands, both scoring an above-average 87%.



Most reliable Best Buy

Single electric Bosch HBN430550B, £514; Neff B1442N0GB, £575. **Double electric** Bosch HBN56M550B (pictured) £1,090; Bosch HBN13M551B, £585.

Which? customer score

Miele built-in ovens score 81%, making it Which? members' favourite built-in oven brand. John Lewis and Siemens owners are also happy with their machines – they both score 77%. But owners of Baumatic ovens were the least happy – it scores just 47%.

BREAKDOWN SUMMARY

The top three reasons your built-in oven broke down

42% Oven element
23% Door
21% Fan

Extended warranties Built-in ovens have an overall reliability score of 84%. Buying extra cover isn't necessary, but if you'd prefer to, the best deal for an extended warranty is £45 for five years from John Lewis.

BUILT-IN OVEN RELIABILITY

Brand	Sample	Score
Bosch	334	87%
Neff	658	87%
Indesit	71	85%
Zanussi/ Zanussi-Electrolux	134	85%
Siemens	95	84%
New World	52	84%
MFI (own brand – Diplomat/Hygena)	119	84%
AEG/AEG-Electrolux	192	84%
Whirlpool	75	84%
Electrolux	98	84%
Miele	59	84%
Belling	83	84%
Baumatic	70	84%
Stoves	126	82%
Hotpoint	193	82%

Total sample size 2,814 owners Overall reliability 84%

Upright vacs

The overall reliability scores for upright vacuum cleaners are lower than for cylinder models. In our survey, we found that 17% of uprights needed to be repaired within six years of purchase. Sebo leads the way for reliability, scoring 95%. Bottom of the table is Hoover, which scores 75%. Dysons score a below-average 81% for reliability, but as they come with a free five-year warranty, we still recommend Dysons that perform well in our tests.

Most reliable Best Buy

Upright Sebo Felix 1 Premium (pictured), £192.

Which? customer score

Once again, Sebo upright vacuum cleaners, at 83%, are top of the Which? customer score table. Hoover completes an unwelcome double this year, as it's also ranked bottom here.

BREAKDOWN SUMMARY

The top three reasons your upright vac broke down

32%	Belt
31%	Hose
31%	Suction

Extended warranties Upright vacuum cleaners have an overall reliability score of 83%. But if you'd like some extra cover for your vacuum cleaner, the best deal is £55 for five years from John Lewis. Dyson provides a free five-year warranty on all new machines.

UPRIGHT VACS RELIABILITY

Brand	Sample	Score
Sebo	302	95%
Panasonic	239	93%
Electrolux	220	90%
VAX	168	90%
Oreck	64	83%
Dyson	1930	81%
Hoover	263	75%

Total sample size 3,556 owners Overall reliability 83%



ONLINE
Want to know which TVs are most reliable? Check out our guide to the best TV brands
www.which.co.uk/tvbrands

Cylinder vacs

Cylinder vacs are more reliable than upright models. Miele once again tops the reliability table with 97%. Overall reliability for this kind of cleaner was very good. Dyson scores a below-average 88%, but with its free five-year warranty, its machines can still be Best Buys.

Most reliable Best Buys

Cylinder Miele S4281, £129; Miele S4211, £119; Miele S380 (pictured), £99.

Which? customer score

Miele cylinder vacs also come top of our customer score table with 85%. Numatic, which manufacturers Henry machines, is close behind on 84%.



BREAKDOWN SUMMARY

The top three reasons your cylinder vac broke down

29%	Suction
20%	Hose
18%	Motor

Extended warranties Cylinder vacs have an overall reliability score of 95%, so you're unlikely to need an extended warranty. But if you do want one, the best deal we found was £39 for five years from John Lewis.

CYLINDER VACS RELIABILITY

Brand	Sample	Score
Miele	1606	97%
Numatic (Henry)	209	96%
Morphy Richards	52	95%
Electrolux	137	95%
Panasonic	51	95%
Bosch	164	94%
Hoover	84	94%
Vax	61	94%
Dyson	375	88%

Total sample size 2,996 owners Overall reliability 95%

OUR RESEARCH

In August and September 2008, we sent 35,000 questionnaires to Which? members asking about the reliability of their white goods up to six years old. We received responses from 13,029 members.

The Which? reliability index is based on the proportion of

machines that have needed repair. Scores for each brand are adjusted to account for sample size and product age.

We also show whether each brand's reliability score is above average (red), below average (black) or average (yellow) in its product category. There must

be at least 50 owners of a brand for it to receive a reliability score, but all brands are included in the category averages.

The Which? customer score is a combination of satisfaction with the brand and likelihood of recommending the brand to a friend.

We also show the main types of problems respondents have experienced with their machines. Each respondent could tell us about more than one problem that their machine may have had. These were then grouped together to form the overall problems with each category.