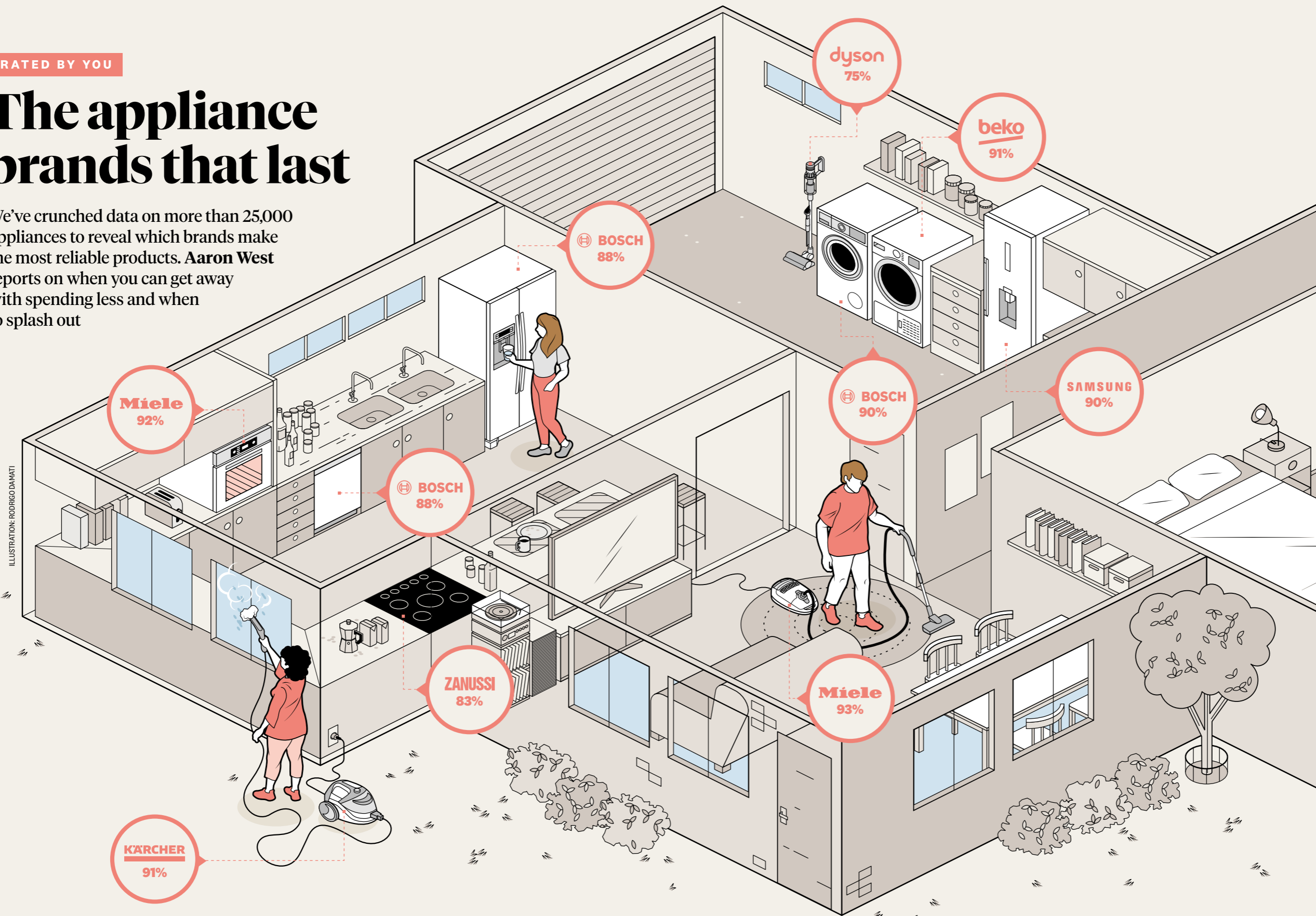


RATED BY YOU

The appliance brands that last

We've crunched data on more than 25,000 appliances to reveal which brands make the most reliable products. Aaron West reports on when you can get away with spending less and when to splash out

ILLUSTRATION: RODRIGO DAMATI



*Percentages shown are reliability scores

More than 169,000 tonnes worth of large appliances were thrown away in the UK in 2018.

This is the equivalent of more than 2.6m washing machines. Stacked on top of each other they would reach 2,200km, well into space, the height of 254 Mount Everests or the distance between London and Marrakech.

Buying a reliable appliance that will last helps chip away at this waste. An appliance that's less likely to break down also saves you from the hassle of fixing it and minimises the risk of you being stuck without a washing machine or fridge-freezer.

Best of all, we've discovered that you don't have to pay through the nose for appliances that endure. The beloved Henry vacuum cleaner from Numatic, Bosch fridge-freezers and Zanussi freestanding cookers beat more pricey competition for reliability.

But there are appliances you will get a longer life from if you splash out: such as Miele built-in ovens.

Our research explained

We surveyed 7,917 Which? members in September 2019, who told us about more than 25,000 large domestic appliances.

We asked how soon a product they owned developed a fault, how severe that fault was and how long each respondent's previous appliance lasted before it needed replacing. We were then able to calculate a reliability score for each brand.

We also asked how satisfied current owners are with their product and whether they would recommend it, if asked. From this we calculate each brand's customer score.

By combining our reliability data with each brand's customer score and insight from how well its products perform in our tests, we also reveal which brands are best overall.

Read on for our rankings of 117 brands, covering everything from laundry, cooking and refrigeration to vacuums, steam cleaners and dishwashers. ➔



Washing machines

● NEFF ● BOSCH

There are a whole host of brands to choose from to get a great, reliable washing machine, regardless of your budget. Neff is the most reliable, but it only makes integrated models. The models we’ve recently tested are high-scoring Best Buys, but both are expensive (Neff W544BX0GB, 82%, £734 and Neff W543BX0GB, 81%, £679).

Consider a Zanussi if you want a built-in model but are on a budget – it’s the second most reliable and we’ve found a great Best Buy for £539 (Zanussi Z814W85BI, 72%). If you want a freestanding washing machine Bosch, John Lewis, Siemens and Zanussi are all reliable, but Bosch just pips the others to the

post to be the best washing machine brand overall. All but one of the 19 Bosch washing machines currently available are Best Buys, some of which cost just £329.

Although Miele washing machines score highly in our testing (every single one is a Best Buy) and it’s among the most reliable brands, it’s also the most expensive. Ultimately, other, cheaper brands prove there’s no need to splash out to get a machine that will last. Samsung washing machines are the second most popular with members, behind Bosch, and consistently score well. But it isn’t as reliable as most other brands, scoring 85% – and suffering more electrical faults.

It’s Hoover that’s the worst, though. Its washing machines are the least reliable and we’ve found two Don’t Buys among those we’ve tested.

MOST COMMON OF ALL FAULTS Drum bearing problems **10.5%**; electrical failure **8.2%**; not emptying water **8%**

All but one of the 19 Bosch washing machines currently available are Best Buys

Tumble dryers

● JOHN LEWIS ● BEKO

John Lewis dryers are top for reliability, with fewer big faults than others. But budget brand Beko is the best overall. As well as being reliable and scoring well in our tests, Beko models are also great value. You can get a Best Buy for just £299 (Beko DTBC10001, 72%).

Samsung is the least reliable tumble dryer brand, but compared with most other appliances, it’s still trusty – more than 80% had no faults in the first eight years. But, as one of the priciest, you can stretch your pennies further by going for another brand.

MOST COMMON OF ALL FAULTS Sensor problems or poor clothes drying **17.5%**; blocked filter or condenser **12.1%**; door seal (locks, handle, hinge) broken **10.4%**



Washer-dryers

● LG ● LG

Washer-dryers suffer from more faults than washing machines and tumble dryers, so break down sooner. They’re also often more expensive and won’t do as good a job of cleaning or drying.

If you’re set on one, consider an LG. They’re the most reliable and we’ve found two brilliant Best Buys (LG FH6G1BCH2N, 73%, £999 and LG F4J6TM1W, 68%, £707). If your budget is tighter, go for a Zanussi. It’s the joint-second most reliable and you can get a Best Buy for less than £500.

MOST COMMON OF ALL FAULTS Not emptying water **8.6%**; electrical failure **8.2%**; not drying properly **7.9%**

Dishwashers

● BOSCH ● BOSCH

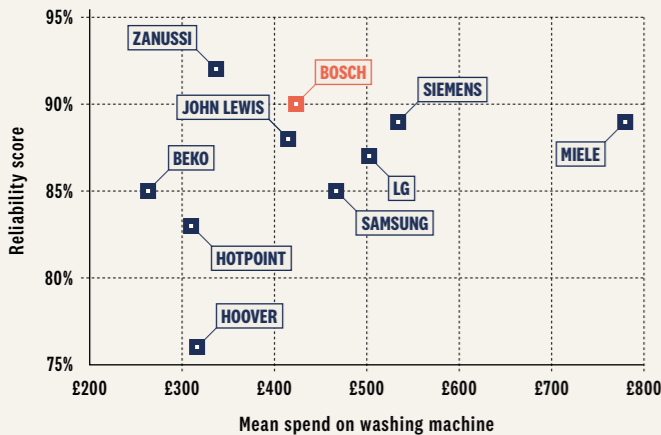
Dishwashers are pretty reliable, but spending a bit more gets you the best. Bosch is reliable and we’ve found efficient Best Buys for less than £450. Kenwood and Beko make some of the cheapest Best Buys, but are below average for reliability.

If you want something premium, Miele models are very reliable, and often among the most impressive and efficient out there. But we’ve also found some that don’t clean as well as models a fifth of the price.

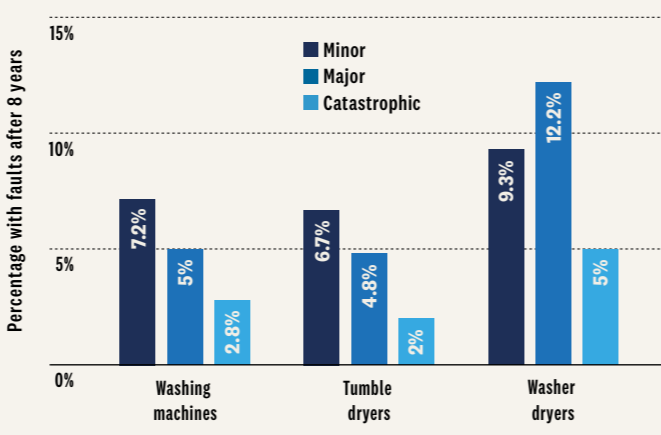
MOST COMMON OF ALL FAULTS Not cleaning properly **13.1%**; not draining **9.8%**; not drying properly **7.5%**



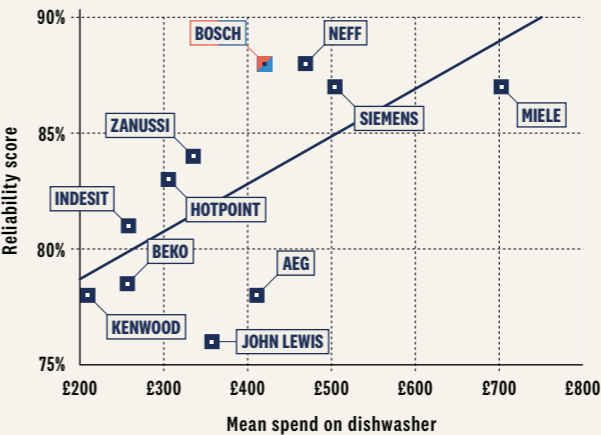
Reliable washing machines regardless of budget



Washer-dryers are more faulty



It’s worth spending a bit more on a dishwasher



RELIABILITY COMPARED							
TEST PERFORMANCE				SURVEY SCORES			
	Number tested	Best Buys	Don't Buys	Average test score	Average price	Customer score	RELIABILITY SCORE
WASHING MACHINES							
Neff (40)	2	2	0	82%	£704 ^a	74%	93%
Zanussi (215)	12	4	0	67%	£337	80%	92%
Bosch (1,511)	19	18	0	75%	£423	85%	90%
Miele (453)	20	20	0	79%	£780	89%	89%
Siemens (144)	11	11	0	79%	£534	86%	89%
John Lewis (182)	5	5	0	77%	£415	85%	88%
LG (122)	13	6	0	72%	£502	85%	87%
Beko (160)	31	7	0	64%	£263	78%	85%
Samsung (556)	26	22	0	76%	£467	86%	85%
Hotpoint (227)	32	0	7	60%	£310	71%	83%
Hoover (73)	31	0	2	54%	£316	72%	76%
Average (4,073)					£456	83%	88%
WASHER-DRYERS							
LG (30)	3	2	0	68%	£742 ^a	82%	83%
Bosch (88)	5	1	0	58%	£599	77%	81%
Miele (31)	2	2	0	69%	£907	84%	79%
Zanussi (46)	6	2	0	63%	£447	69%	79%
AEG (120)	4	3	0	68%	£585	76%	78%
John Lewis (63)	3	2	0	69%	£517	79%	74%
Hotpoint (36)	10	0	3	48%	£397	60%	73%
Indesit (33)	8	0	3	51%	£323 ^a	60%	73%
Average (558)					£543	74%	77%
TUMBLE DRYERS							
John Lewis (59)	2	1	0	68%	£408	80%	92%
AEG (89)	6	0	0	65%	£361	78%	91%
Beko (252)	17	6	0	66%	£267	78%	91%
Miele (212)	8	5	0	72%	£699	88%	91%
White Knight (113)	11	2	1	58%	£166	81%	91%
Zanussi (157)	5	0	0	64%	£294	77%	91%
Hotpoint (247)	19	0	11	60%	£195	64%	88%
Siemens (107)	2	1	0	75%	£509	83%	88%
Bosch (639)	18	7	0	69%	£433	82%	87%
Samsung (46)	3	0	0	67%	£532	80%	85%
Average (2,178)					£370	78%	89%
DISHWASHERS							
Bosch (1,410)	31	14	1	69%	£420	83%	88%
Neff (302)	0	0	0	n/a	£469	77%	88%
Miele (360)	27	20	0	77%	£702	87%	87%
Siemens (210)	4	4	0	72%	£504	84%	87%
Zanussi (82)	4	0	1	59%	£335	65%	84%
Hotpoint (120)	16	0	0	65%	£306	68%	83%
AEG (123)	5	0	0	68%	£411	66%	78%
Beko (180)	21	4	0	65%	£257	75%	78%
Kenwood (34)	3	1	0	73%	£209	65%	78%
John Lewis (36)	2	0	0	63%	£358	71%	76%
Average (3,211)					£437	80%	85%

For the scores of every brand in our survey, visit which.co.uk. Sample sizes in brackets. Overall figures include responses about smaller brands not in table. Testing figures are based on number of tested models available as of October 2019. Best brands marked in red. a Insufficient sample size to give an average price based on price paid by respondents in survey. Price is based on average price of Which? tested models. n/a Currently no reviews.

RELIABILITY COMPARED							
TEST PERFORMANCE			SURVEY SCORES				
	Number tested	Best Buys	Don't Buys	Average test score	Average price	Customer score	RELIABILITY SCORE
CORDED VACUUM CLEANERS							
Numatic (including Henry/Hetty) (110)	4	0	0	65%	£126	83%	95%
Sebo (142)	6	0	0	58%	£242	86%	94%
Shark (204)	19	1	0	74%	£191	84%	94%
Miele (958)	11	6	0	76%	£217	84%	93%
AEG (32)	4	1	0	73%	£159 ^a	79%	91%
Bosch (91)	0	0	0	n/a	£171	75%	90%
Hoover (65)	12	0	2	54%	£109	65%	89%
Dyson (780)	6	5	0	78%	£249	71%	81%
Vax (139)	10	0	3	54%	£135	70%	79%
Average (2,699)					£209	78%	88%
CORDLESS VACUUM CLEANERS							
Gtech (347)	7	0	0	54%	£203	71%	81%
Bosch (278)	8	3	1	64%	£191	72%	80%
Vax (179)	7	2	0	63%	£158	67%	80%
Dyson (1,821)	13	13	0	78%	£284	75%	75%
Average (558)					£245	74%	78%
STEAM CLEANERS							
Karcher (112)	5	4	0	72%	£144	68%	91%
Morphy Richards (75)	3	1	0	64%	£81	63%	90%
Bissell (38)	2	0	0	65%	£110	60%	88%
Shark (100)	2	0	0	68%	£113	69%	88%
Polti (45)	7	0	0	61%	£169	67%	87%
Vax (394)	7	1	1	57%	£94	66%	86%
Thane Housewares (60)	3	0	0	53%	£88	52%	78%
Average (1,043)					£97	65%	87%
FRIDGES							
Liebherr ^b (52)	9	4	2	60%	£505	89%	93%
Lec ^b (48)	6	0	6	0%	£179	70%	91%
Miele (77)	5	1	1	61%	£518	84%	91%
Samsung (45)	4	4	0	88%	£559	87%	90%
Bosch (264)	15	12	0	77%	£438	84%	88%
John Lewis (56)	6	0	0	57%	£327	78%	87%
Siemens (41)	7	6	0	76%	£549	76%	86%
AEG (108)	1	0	1	44%	£438	75%	85%
Indesit ^b (39)	4	0	4	n/a	£188	72%	84%
Neff (105)	2	1	0	68%	£570	71%	82%
Beko (183)	12	1	1	59%	£212	72%	81%
Zanussi ^b (68)	6	0	6	n/a	£230	74%	81%
Hotpoint ^b (125)	12	0	8	24%	£237	67%	76%
Average (1,460)					£346	77%	84%

For the scores of every brand in our survey, visit [which.co.uk](https://www.which.co.uk). Sample sizes are in brackets. Overall figures include responses about smaller brands that are not in the table. Testing figures are based on the number of tested models available as of October 2019. The best brands are marked in red. ^a Insufficient sample size to give an average price based on price paid by respondents in the survey. This price is based on the average price of Which? tested models. ^b Some models from these brands have flammable plastic backs. The plastic-backed version of any such model is automatically a Don't Buy and gets a score of 0%. ^{n/a} Currently no reviews.



Corded vacuums

● NUMATIC ● MIELE

➤ Cheap and cheerful cylinder vacs from Numatic (makers of the famous Henry vacuums) last donkey's years and do well in testing. None are currently Best Buys, but you can get a good Numatic for less than £150.

Relative newcomer Shark takes a bite out of the competition. It's incredibly reliable, beating Dyson by 13 percentage points. Shark vacs do well in our testing: there's currently one Best Buy (Shark Lift-Away True Pet NV601UKT, 77%, £190) and many we've tested were just a smidgen away from being one, so they're definitely a great choice if you're after an upright bagless vac.

If you want a cylinder vacuum, Miele matches great reliability with cleaning prowess in its bagged

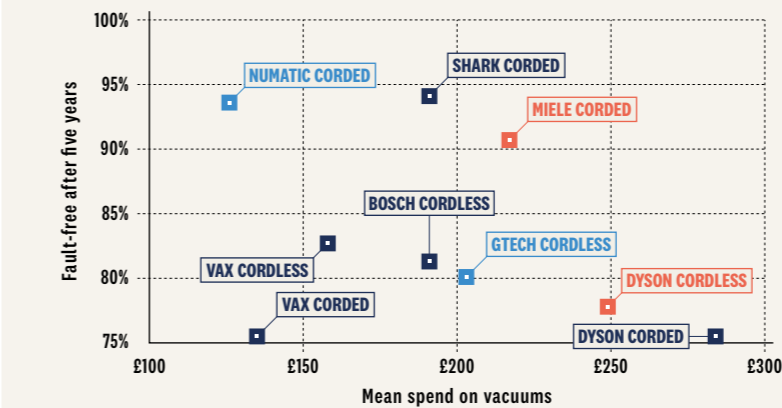
models, one of which is the current highest-scoring vac (Miele Complete C3 Pure Red Powerline 81%, £250). For this reason we've named it the best brand overall.

Dyson stopped releasing new corded vacuums in 2018 to focus on developing its cordless range. But you can still buy brand-new Dyson vacs. Many are Best Buys – too bad they're among the least reliable and have a low customer score, despite being the most expensive.

Vax is the worst on most counts, though. It has the worst reliability score and its vacs generally do poorly in testing (a few are Don't Buys).

MOST COMMON OF ALL FAULTS Blocked filters **13.9%**; no suction or suction deteriorated **8.2%**; brush not working properly **12%**

Corded vacs more reliable – except Dyson and Vax



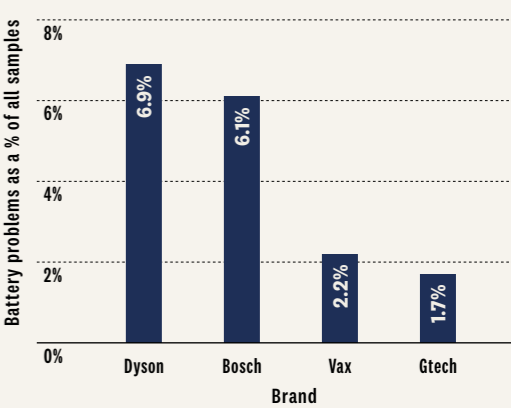
Cordless vacuums

● GTECH ● DYSON

➤ Cordless vacuums are almost always less reliable than corded models. This is mostly because of the battery; it deteriorates over time, just like when your smartphone won't hold its charge like it used to. Regardless of which model you buy, it will need replacing eventually, so you should factor it in as an extra cost.

Dyson isn't without its issues, but it's still the best cordless vacuum cleaner brand around. All 13 we've tested are Best Buys and it has the highest customer score, too. But our survey reveals the batteries in Dyson cordless vacs are more than three times as likely to deteriorate than those in cheaper models from Gtech and Vax. This could be because

7% of cordless Dysons get a battery problem



modern Dyson vacs tend to have a longer battery run time to begin with, so deteriorate more noticeably.

We also know from member feedback that a Dyson will often cut out if you haven't properly cleaned the filters. A thorough wash of the allergy filter and motor filter on most Dyson cordless models will restore it to working order and prevent it from cutting out.

Battery life is still a key consideration to make before splashing out. Ensure you can buy a replacement battery – we now list whether you can in the 'tech specs' of every cordless vacuum cleaner review online. Dyson batteries cost £70 for a V8, £79 for a V10 and £85 for a V11, although you can't buy them online. You have to call Dyson.

Not captured in our survey are emerging cordless vacuum brands Samsung and Tineco, both of which have impressed in our tests.

MOST COMMON OF ALL FAULTS Blocked filters **18.2%**; battery not lasting as long as it used to **16.3%**; no suction or suction deteriorated **12%**

Dyson isn't without its issues, but it's still the best

Steam cleaners

● KARCHER ● KARCHER

➤ Most steam cleaners are reliable, but Karcher is king. It's top in testing and for reliability. It can be expensive, with the priciest being £500, but its cheapest Best Buy is £120. You can also get a reliable Best Buy from Morphy Richards for just £60, and Shark is worth a look, too.

Avoid steam cleaners from Thane. They haven't impressed in our tests, struggling to clean surfaces as quickly or as easily as Best Buys, and it's the least reliable brand by quite a margin.

MOST COMMON OF ALL FAULTS Steam output has notably decreased **10.8%**; cloths or pads do not fit correctly after washing **9.9%**; just stopped working **9%**





Built-in ovens

● MIELE ● MIELE

➤ Miele is far and away the winner here. All models tested are Best Buys and it has the highest customer score, too. But it's also the most expensive brand, with prices ranging from £600 to £1,200. Zanussi offers great value and outstanding reliability. You can get a Best Buy single oven for as little as £240, and a double for £409.

Avoid Stoves; its ovens get more faults, sooner and quicker than any other brand, and it had the lowest customer score in our survey.

MOST COMMON OF ALL FAULTS
Light broken **33.2%**; fan not working properly/at all **8.3%**; not heating properly/at all **7.8%**

Freestanding cookers

● ZANUSSI ● ZANUSSI

➤ They aren't as reliable as most appliances, but Zanussi is the best. It also has the most Best Buys (including the highest-scoring ZCI69060XE, 74%, £670). New World is decent for reliability at an affordable price (but no Best Buys).

Popular brands rank in the middle for reliability. AEG is the only with Best Buys, but they're high-end (£800+). Bottom are Cannon, Leisure and Stoves – no Best Buys and all rate poorly for reliability.

MOST COMMON OF ALL FAULTS
Door not closing properly or faulty seals **15.4%**; oven fan not working properly/at all **8.9%**; dials or controls broken **8.1%**



Fridges

● LIEBHERR ● SAMSUNG

➤ Samsung's tall fridges are super reliable and every one tested is a high-scoring Best Buy. If you're after a cheap under-counter fridge that should last, look no further than the Liebherr TP1720, 68%, £320.

But watch out for fridges with potentially unsafe plastic backing that could dramatically increase the spread of a fire. Despite being the most reliable brand, Liebherr still sells one (Liebherr UIK1550), so we've made it a Don't Buy. While a cheap Beko might be tempting, be prepared to deal with more faults and potentially replace it sooner. Hotpoint is the least reliable and, while recent models don't score badly, older ones with plastic backing still appear to be available, so it's best avoided.

MOST COMMON OF ALL FAULTS
Flap lids/drawers cracked/broken **12.7%**; ice build-up **10.9%**; blocked drain **9.2%**



Is this the oldest working appliance in the country?

We asked you to tell us about your most reliable appliances. Jackie Carlyle has had her fridge for 60 years. 'My Prestcold was bought by my parents around 1959. When my mother died in 2002, I didn't want to throw it out. After a brief two years in storage, I needed it when my then-current fridge broke down. And it's been

in constant use ever since. Sure, it holds less than modern fridges (the tiny freezer compartment takes up a bit of room in the corner), it doesn't have an interior light, is a little loud and the door clicks shut, but all-in-all it feels more solid than modern fridges.' Own something older that's still working? Email helpwanted@which.co.uk.

Fridge-freezers

● BOSCH ● BOSCH

➤ You can choose from quite a few fridge-freezer brands and be sure you'll get a quality, reliable appliance that's not going to break down prematurely.

Haier, Kenwood, LG and Samsung all impress, but Bosch fridge freezers wowed owners we surveyed with outstanding reliability, and our testing shows they're often brilliant. We've found Best Buy Bosch fridge-freezers for less than £500 (for example, the Bosch KIV38X22GB, 78%, £499).

If you're after an American-style fridge-freezer, Samsung makes huge, spacious, energy-saving and feature-packed appliances that are reliable. They can cost more than £1,000, though.

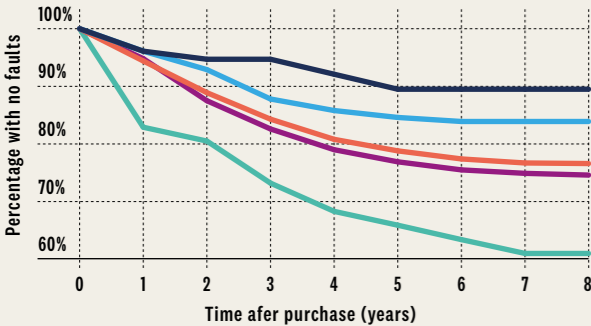
If that's too pricey, you can still get a fantastic and

reliable American-style fridge-freezer for less than £600 from Kenwood or Haier, which are joint-second most reliable. AEG, Lec and John Lewis also make Best Buys, but they aren't as reliable as the best brands, despite costing the same, if not more. The most common fault we found in our survey was broken or cracked drawers or flap lids. But this doesn't need to spell the end of your fridge-freezer. Manufacturers often sell replacements. If they don't, it's worth checking other spare parts websites, such as espare.co.uk.

MOST COMMON OF ALL FAULTS
Drawers or flap lids cracked or broken **12.7%**; build up of ice in the fridge **10.9%**; blocked drain or outlet **9.2%**

Big gap between most/least reliable built-in ovens

■ The best: Miele ■ AEG ■ Average ■ Neff ■ The worst: Stoves



RELIABILITY COMPARED							
TEST PERFORMANCE				SURVEY SCORES			
	Number tested	Best Buys	Don't Buys	Average test score	Average price	Customer score	RELIABILITY SCORE
BUILT-IN OVENS							
Miele (76)	8	8	0	77%	£797	83%	92%
Belling (43)	11	0	0	64%	£339	73%	88%
John Lewis (53)	3	1	0	69%	£520	80%	88%
Zanussi (182)	10	4	0	72%	£362	75%	87%
AEG (254)	7	4	0	76%	£547	76%	85%
Indesit (38)	7	0	0	65%	£309	69%	85%
Siemens (106)	4	4	0	76%	£657	79%	83%
Bosch (383)	26	18	0	75%	£518	77%	82%
Neff (832)	21	14	0	74%	£600	79%	82%
Lamona (52)	0	0	0	n/a	£342	65%	80%
Hotpoint (75)	7	0	0	67%	£349	64%	76%
Stoves (41)	12	0	0	63%	£419 ^a	59%	71%
Average (2,373)					£523	76%	82%
FREESTANDING COOKERS							
Zanussi (141)	19	4	0	59%	£474	70%	83%
New World (53)	8	0	0	61%	£391	63%	82%
Belling (70)	13	0	0	59%	£543	70%	76%
AEG (71)	5	2	0	64%	£780	77%	76%
Rangemaster (160)	3	0	0	54%	£913	77%	75%
Hotpoint (98)	14	0	0	58%	£430	67%	73%
Cannon (41)	1	0	0	51%	£473	63%	69%
Leisure (33)	6	0	0	59%	£682	62%	61%
Stoves (47)	6	0	0	61%	£757	66%	61%
Average (908)					£614	70%	74%
FRIDGE-FREEZERS							
Bosch (507)	39	11	0	70%	£534	81%	88%
Haier (30)	14	3	0	72%	£875 ^a	84%	87%
Kenwood (63)	13	8	0	73%	£478	81%	87%
LG (112)	12	7	0	78%	£815	84%	86%
Fisher & Paykel (33)	8	4	0	76%	£1547	85%	85%
Neff (102)	1	0	0	73%	£695	70%	85%
Samsung (510)	50	34	0	75%	£762	85%	85%
Beko (257)	46	0	2	56%	£340	74%	84%
Siemens (107)	10	2	0	69%	£697	77%	84%
Miele (89)	6	2	0	75%	£791	85%	83%
Hotpoint ^b (182)	40	0	10	45%	£367	68%	82%
Liebherr (77)	21	5	0	69%	£643	79%	81%
Zanussi ^b (109)	5	0	2	32%	£395	65%	80%
Indesit ^b (52)	13	0	7	32%	£309	65%	79%
Lec (41)	11	2	6	54%	£288	66%	79%
AEG (86)	5	1	0	67%	£550	67%	77%
John Lewis (44)	4	1	0	74%	£596	69%	75%
Electrolux (41)	0	0	0	n/a	see ^a	58%	75%
Average (2,776)					£575	77%	83%

For scores of every brand in our survey, visit which.co.uk. Sample sizes in brackets. Overall figures include responses about smaller brands not in table. Testing figures based on number of tested models available as of October 2019. Best brands marked in red. ^a Insufficient sample size to give average price based on price paid by respondents in survey. Price based on average price of Which? tested models. Unable to give a price for Electrolux as currently no reviews. ^b Some models from these brands have flammable plastic backs. The plastic-backed version of any such model is automatically a Don't Buy and gets a score of 0%. n/a Currently no reviews.