

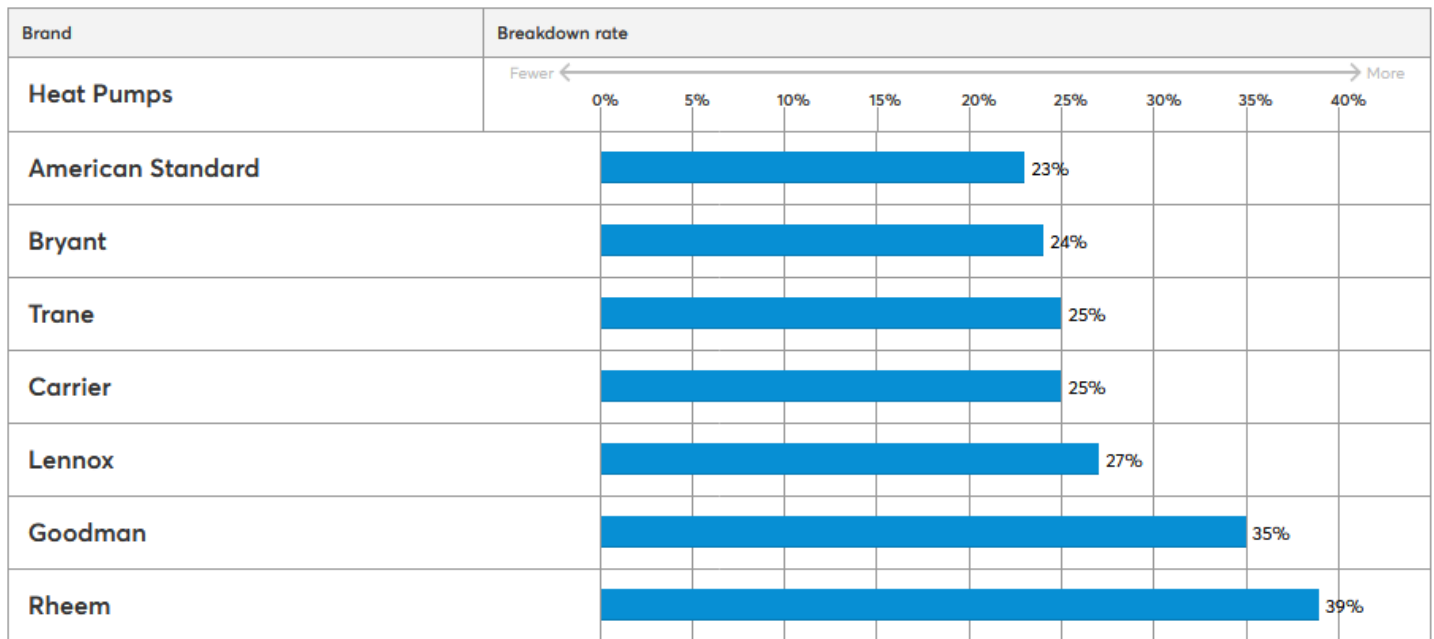
Heat pumps

Buying Guide

Brand Reliability

American Standard and Bryant top our heat pump reliability chart, but these brands are not meaningfully more reliable than the majority of heat pump brands. Rheem and Goodman are the two least reliable brands, and neither can be recommended by Consumer Reports at this time. That's what we found based on the feedback of 7,816 subscribers, who reported on their experiences with heat pumps installed between 2011 and 2016. The following chart shows the estimated breakdown rates for heat pump brands by the third year of ownership. Differences of fewer than 5 percentage points aren't meaningful. Models within a brand may vary, and changes in design or manufacturer might affect reliability. Still, choosing a heat pump from a more dependable brand can improve your odds of getting a reliable model.

Due to a change in our methodology, our reliability estimates are not comparable to previous years. In the past, our estimates were based on instances of repair or serious problems. We now base our estimates on the rate at which heat pumps break down or stop functioning well enough to sufficiently heat a home. This change generally results in higher estimates than they have been in years' past.



Source: 2016 Spring Product Reliability Survey, Consumer Reports National Research Center.

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