

## Washing machines/Front loaders

More than 33,000 readers sound off on brand reliability

LG is tops in reliability among front-loaders, but its breakage rate is not meaningfully lower than those of most competitor brands. Frigidaire is the least reliable brand of front-loaders. And due to its breakage rate, Frigidaire front-loaders can't be recommended by Consumer Reports at this time.

These conclusions are based on our breakage rate estimates for front-loading washing machines by the 5th year of ownership, gathered from 33,519 subscribers who purchased a new washer between 2009 and 2016. Our statistical model estimates breakage rates for washers that are not covered by a service contract and accounts for the number of loads of laundry run through the machines per week. Differences of less than 5 points between brands are not meaningful. Models within a brand may vary, and changes in design or manufacturer may affect future reliability. Still, choosing a brand with a lower estimated breakage rate can improve your odds of getting a dependable model.

Brand	Estimated breakage rate by the 5th year of ownership						
Front-loaders	Fewer ← → More						
	0%	5%	10%	15%	20%	25%	
LG	[Bar from 0% to 14%]				14%		
Kenmore	[Bar from 0% to 17%]				17%		
Maytag	[Bar from 0% to 17%]				17%		
Electrolux	[Bar from 0% to 18%]				18%		
Samsung	[Bar from 0% to 18%]				18%		
Whirlpool	[Bar from 0% to 20%]				20%		
GE	[Bar from 0% to 20%]				20%		
Frigidaire	[Bar from 0% to 25%]					25%	

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