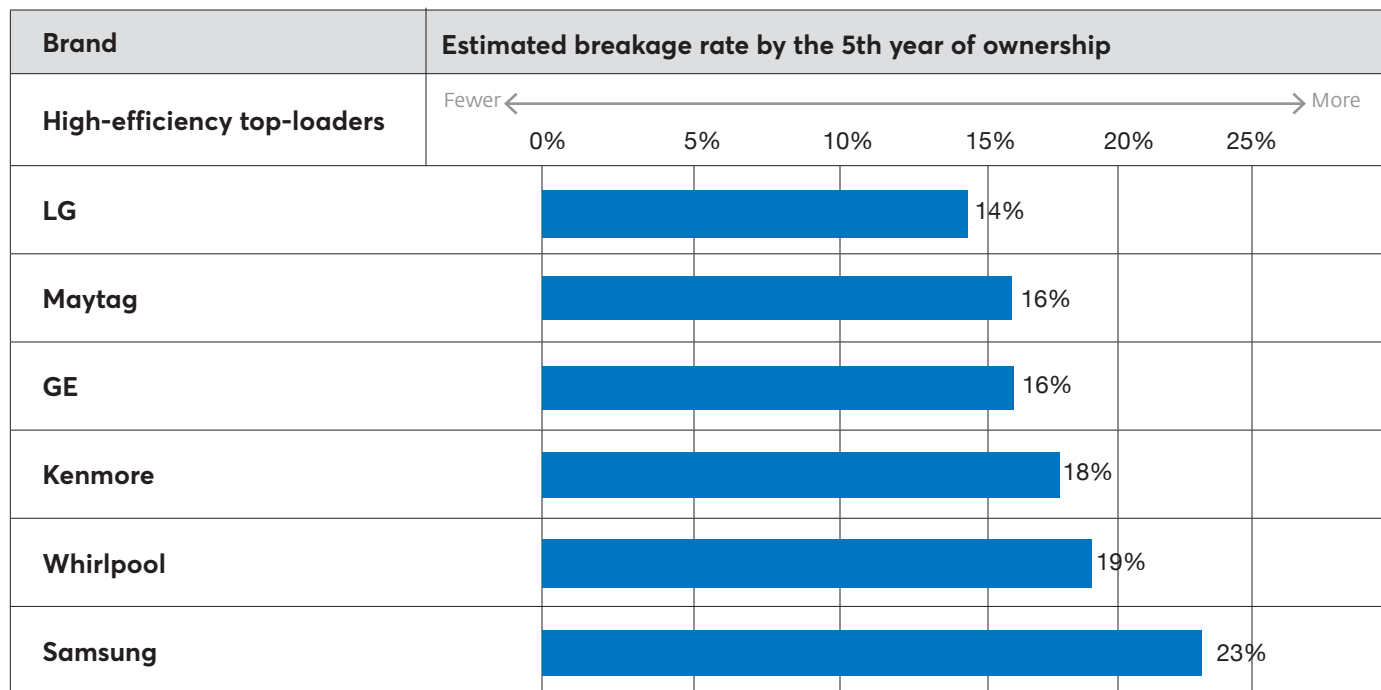


## Washing machines/High efficiency top loaders

More than 22,000 readers sound off on brand reliability

LG is tops in reliability among high-efficiency top-loaders, but its breakage rate is not meaningfully lower than those of most competitor brands. Samsung is a less reliable brand among high-efficiency top-loaders. And due to its breakage rate, Samsung high-efficiency top-loaders can't be recommended by Consumer Reports at this time.

These conclusions are based on our breakage rate estimates for high-efficiency top-loading washing machines by the 5th year of ownership, gathered from 22,494 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.



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