

LG ELECTRONICS LEADS INDUSTRY WITH MOST CATEGORY WINS IN J.D. POWER 2025 CUSTOMER SATISFACTION STUDY

LG Electronics is ranked #1 in customer satisfaction across four major appliance categories, earning top marks for innovation, quality, and value

ENGLEWOOD CLIFFS, N.J., October 6, 2025 – LG Electronics, America's Most Reliable and #1 Appliance Brand*, has earned more customer satisfaction awards than any other brand in the J.D. Power 2025 U.S. Home Appliance Satisfaction StudySM — leading in four key categories: French Door Refrigerators, Side-by-Side Refrigerators, Clothes Dryers, and Ranges¹.

LG earned four category wins in the annual J.D. Power study, which is based on evaluations from more than 15,000 customers who purchased major home appliances in the past year. The study measures satisfaction across seven key factors: durability, performance, features, ease of use, styling, value, and trust. With 4 wins out of 11 eligible categories, LG stood out for delivering innovation, quality, and value.

“At LG, we're driven by the trust our customers place in us and by creating meaningful innovations that enhance everyday life,” said Sam Kim, head of Home Appliances at LG Electronics USA. “Being recognized as #1 in customer satisfaction in more categories than any other brand is a true reflection of that trust — and demonstrates that our dedication to thoughtful design, reliable performance, meaningful innovation, and so much more resonates in homes across America.”

Category Wins Highlight LG's Leadership in Design and Performance

- **[French Door Refrigerator](#)** – Highest in customer satisfaction, with top marks for durability, features, styling, and value.
- **[Clothes Dryers](#)** – #1 in customer satisfaction, leading in performance, styling, and value.
- **[Side-by-Side Refrigerator](#)** - Designed for form and function, LG's sleek flat-panel design and spacious interior make organization effortless — leading in durability and value.
- **[Ranges](#)** - Highest in customer satisfaction, with leading scores in features and settings and value.

These results underscore LG's industry leadership in design, and performance as well as its ongoing commitment to delivering high-quality, stylish solutions for today's homes. With the most category wins in the 2025 study and high ratings for durability and value, LG continues to set the benchmark for innovation and customer satisfaction in the appliance industry.

“Too many families know the frustration of appliances that fall short of expectations. That's why LG has invested relentlessly in quality to ensure our products not only perform but also endure. When customers choose LG, they receive more than an appliance – they're choosing innovations that set the standard for performance, design and reliability, along with value that lasts for the lifetime of the product,” added Kim. “It is about moving beyond past disappointments and embracing the comfort, confidence and peace of mind every home deserves.”

For more information, visit <https://www.lg.com/us/reliable-home-appliances>.

EDITOR'S NOTES:

*#1 Appliance Brand in the US | Source: OpenBrand MindShare (AHAM Core 6) 2024-2025

¹ J.D. Power 2025 U.S. Appliance Satisfaction Study. Tied in Overall Satisfaction for Ranges.

About LG Electronics USA



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LG Electronics USA Inc., based in Englewood Cliffs, N.J., is the North American subsidiary of LG Electronics Inc., a smart life solutions company with annual global revenues of more than \$60 billion. In the United States, LG sells a wide range of innovative home appliances, home entertainment products, commercial displays, air conditioning systems and vehicle components. LG is an 11-time ENERGY STAR® Partner of the Year. www.LG.com.

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