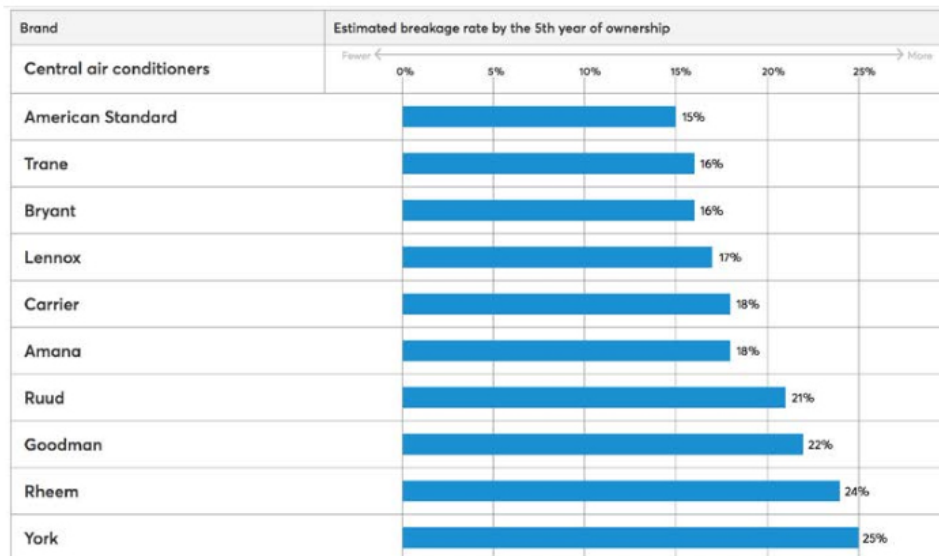


# Consumer Reports

## More than 14,000 readers sound off on brand reliability

While no brand of central air conditioner stands out as being the most reliable, York and Rheem are among the less reliable brands. These findings are based on the results of Consumer Reports' 2016 Fall Product Reliability Survey of 14,452 owners of conventional central air conditioning systems, purchased new between 2009 and 2016.

Differences of fewer than 6 points between brands aren't meaningful. Our statistical model estimates breakage rates (complete system breakdowns or systems that cease to function well enough to sufficiently cool a home) by the 5th year of ownership, for systems that receive annual professional maintenance but are not covered by a service contract. We also adjust for the number of months of use over a 12-month period. The median number of months during which these systems are used is 5 per year.



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