

Our predicted brand reliability ratings are based on a statistical model that estimates problem rates for heating or cooling within the first 8 years of ownership, for heat pumps that are not covered by an extended warranty or service contract. We also adjust for the number of months per year that heat pumps are used. The median number in our survey was 12 months. Higher ratings are indicative of better reliability. Brands receiving a red or orange rating cannot be recommended by CR at this time.

Heat Pump - Reliability

AMERICAN STANDARD



TRANE



BRYANT



CARRIER



COMFORTMAKER



DAY & NIGHT



HEIL



KEEPRITE



LENNOX



TEMPSTAR



COLEMAN



LUXAIRE



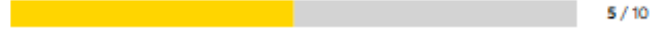
PAYNE



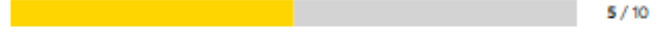
YORK



RHEEM



RUUD



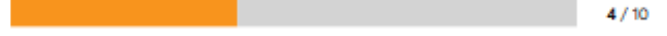
ARMSTRONG



CONCORD



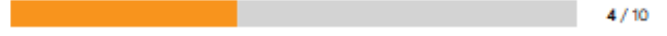
DUCANE



FRIGIDAIRE



MAYTAG



WHITE-WESTINGHOUSE

AMANA



GOODMAN



Sources: Consumer Reports' 2018 Winter and 2019 Summer Surveys

Our predicted brand reliability ratings are based on a statistical model that estimates problem rates for heating or cooling within the first 8 years of ownership, for heat pumps that are not covered by an extended warranty or service contract. We also adjust for the number of months per year that heat pumps are used. The median number in our survey was 12 months. Higher ratings are indicative of better reliability. Brands receiving a red or orange rating cannot be recommended by CR at this time.

Heat Pump - Owner Satisfaction

AMERICAN STANDARD



TRANE



BRYANT



CARRIER



LENNOX



AMANA



COMFORTMAKER



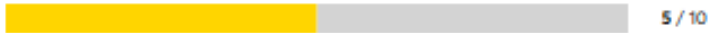
DAY & NIGHT



GOODMAN



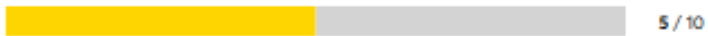
HEIL



KEEPRITE



RHEEM



RUUD



TEMPSTAR



COLEMAN



FRIGIDAIRE



LUXAIRE



MAYTAG



PAYNE



WHITE-WESTINGHOUSE



YORK



ARMSTRONG



CONCORD



DUCANE



Sources: Consumer Reports' 2018 Winter and 2019 Summer Surveys