

Appliance Satisfaction Remains High as Customers Focus on Reliability, J.D. Power Finds

Samsung Wins 9 and LG Wins 2 Segment Awards; Best Buy Ranks Highest among Appliance Retailers

TROY, Mich.: 22 July 2021 — During the past year, there were similar amounts of appliance shoppers needing new appliances because their existing ones failed, as there were customers needing to service their appliance but opted to purchase a new one, according to the J.D. Power 2021 Appliance Satisfaction Study,SM released today. With total price paid for appliances increasing from 2020, customers are valuing good price points, sales and brand reviews when selecting a new appliance.

“Since the uncertainty that came from 2020, we continue to see appliance customers prioritize performance and reliability over features, styling,” said **Christina Cooley, home intelligence lead at J.D. Power**. “Even if a customer’s existing appliance could be fixed, many were opting to purchase a new one that could better meet the current demands of everyone being home 24/7 and not wanting to worry about long-term dependability. Customers are taking their time—around 10 days—to research and decide what appliance is right for them.”

The Appliance Satisfaction Study measures customer satisfaction in 12 segments of major home appliances: cooktops; freestanding ranges; wall ovens; over-the-range microwaves; dishwashers; French door refrigerators; side-by-side refrigerators; top-mount freezer, two-door refrigerators; front-load clothes washers; top-load clothes washers; clothes dryers; and appliance retailers.

Study Rankings**Cooktop**

Samsung (896) ranks highest in customer satisfaction among cooktops, followed by **LG** (893) and **GE** (868).

Freestanding Range

LG (898) ranks highest in customer satisfaction among freestanding ranges, followed by **Samsung** (881).

Wall Oven

Samsung (901) ranks highest in customer satisfaction among wall ovens. **KitchenAid** (889) and **LG** (889) rank second in a tie, followed by **Whirlpool** (881).

Over-the-Range Microwave

Samsung (892) ranks highest in customer satisfaction among over-the-range microwaves.

Dishwasher

Samsung (882) ranks highest in customer satisfaction among dishwashers, followed by **KitchenAid** (881) and **LG** (877).

French Door Refrigerator

Samsung (880) ranks highest in customer satisfaction among French door refrigerators and is followed by **LG** (875).

Side-by-Side Refrigerator

Samsung (887) ranks highest in customer satisfaction among side-by-side refrigerators and is followed by LG (876).

Top-Mount Freezer, Two-Door Refrigerator

LG (871) ranks highest in customer satisfaction among top-mount freezer refrigerators and is followed by Samsung (865).

Front-Load Clothes Washer

Samsung (887) ranks highest in customer satisfaction among front-load washers.

Top-Load Clothes Washer

Samsung (878) ranks highest in customer satisfaction among top-load washers, followed by LG (863).

Clothes Dryer

Samsung (886) ranks highest in customer satisfaction among clothes dryers, followed by **Maytag** (876).

Appliance Retailer

Best Buy (865) ranks highest in customer satisfaction among appliance retailers, followed by **The Home Depot** (852).

The 2021 Appliance Satisfaction Study is based on 21,477 evaluations from customers who purchased home appliances during the past 12 months. The study was fielded from January through April 2021.

For more information about the J.D. Power Appliance Satisfaction Study, visit <https://www.jdpower.com/business/home/appliance-satisfaction-study>.

See the online press release at <http://www.jdpower.com/pr-id/2021080>.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.jdpower.com).

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About J.D. Power and Advertising/Promotional Rules: www.jdpower.com/business/about-us/press-release-info

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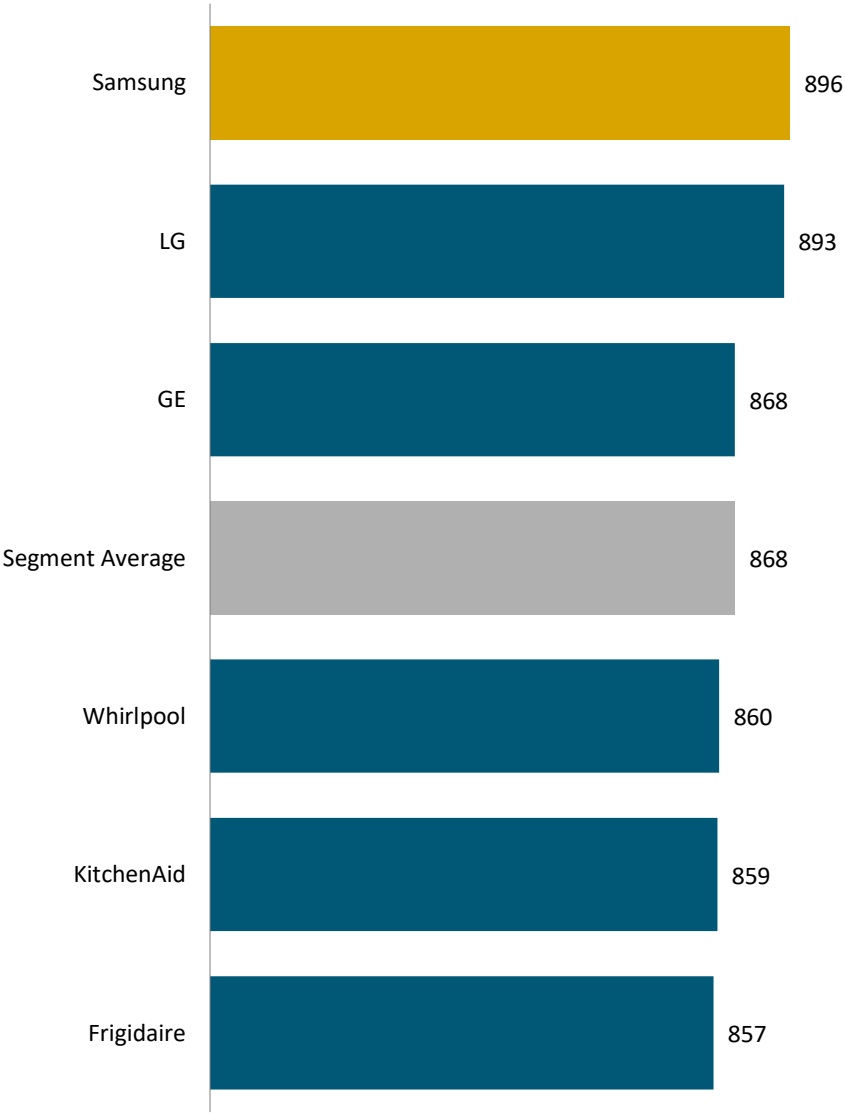
NOTE: Twelve charts follow.

J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cooktop



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

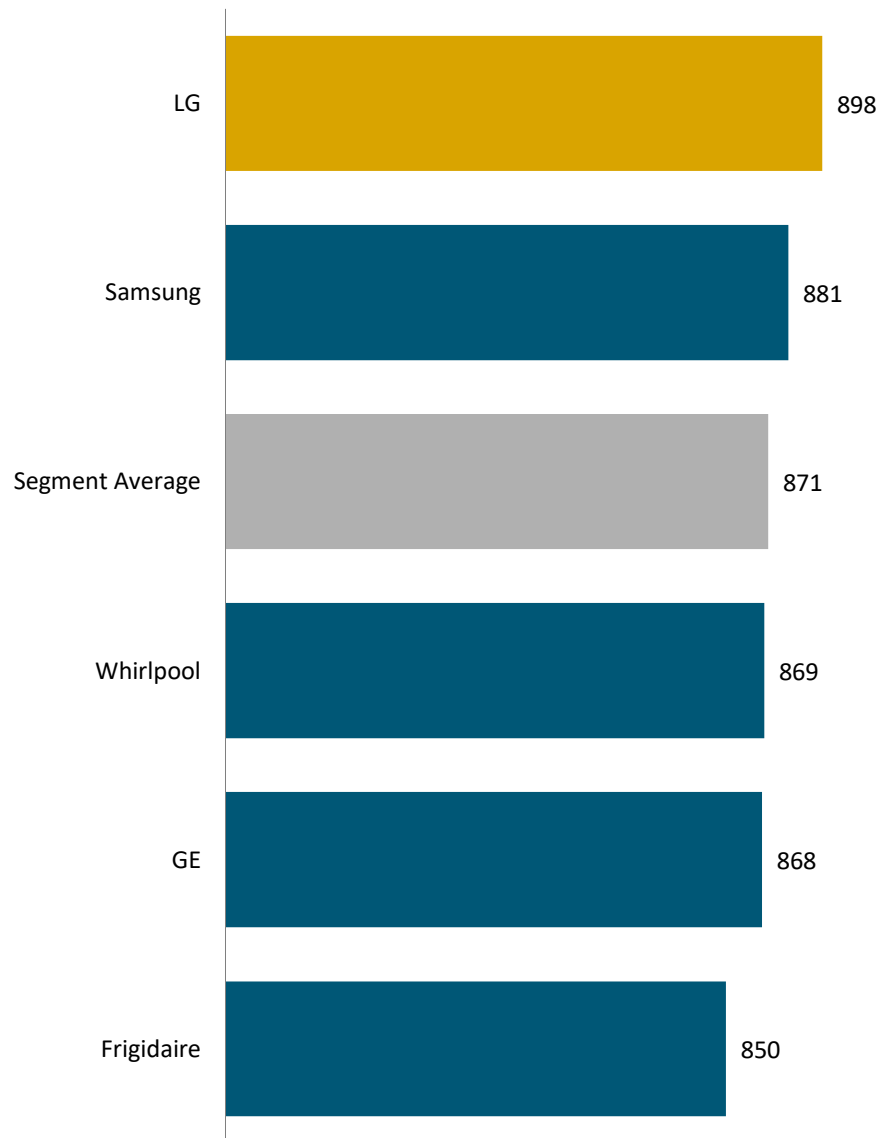
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Freestanding Range



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

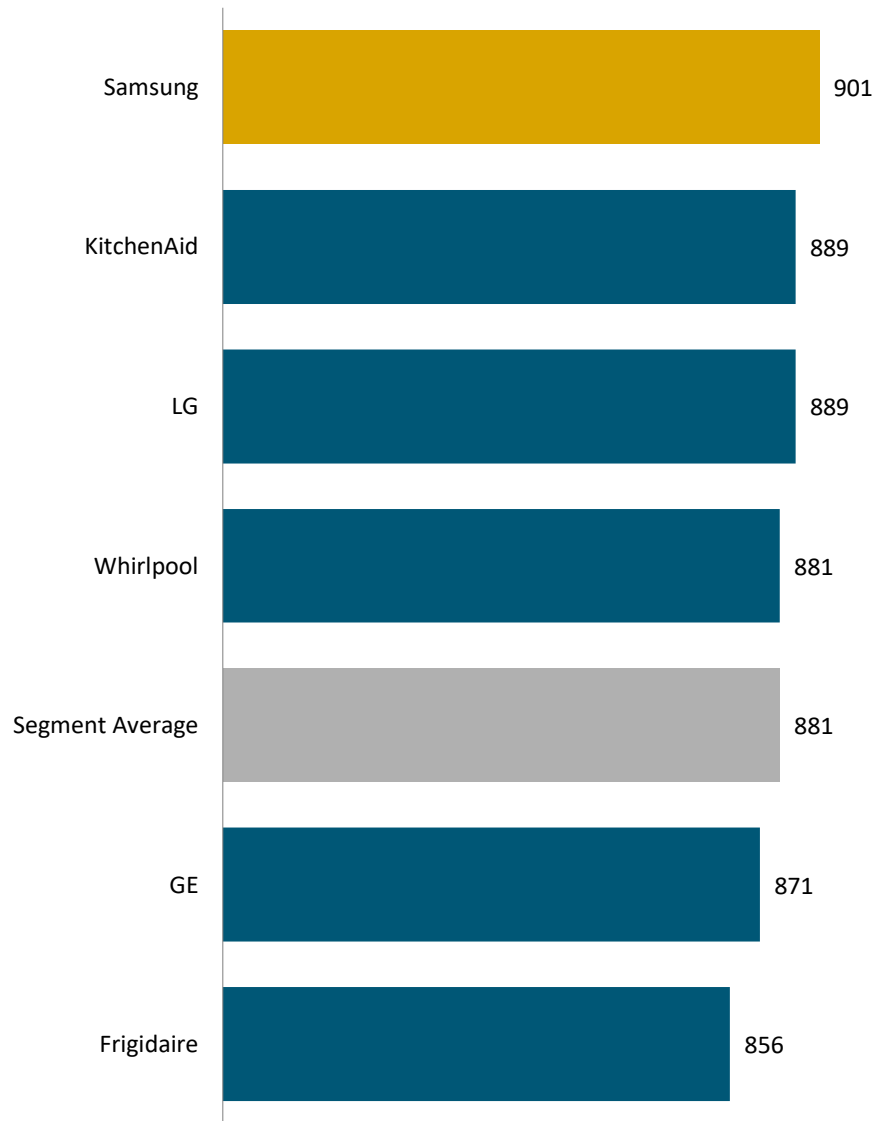
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Wall Oven



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

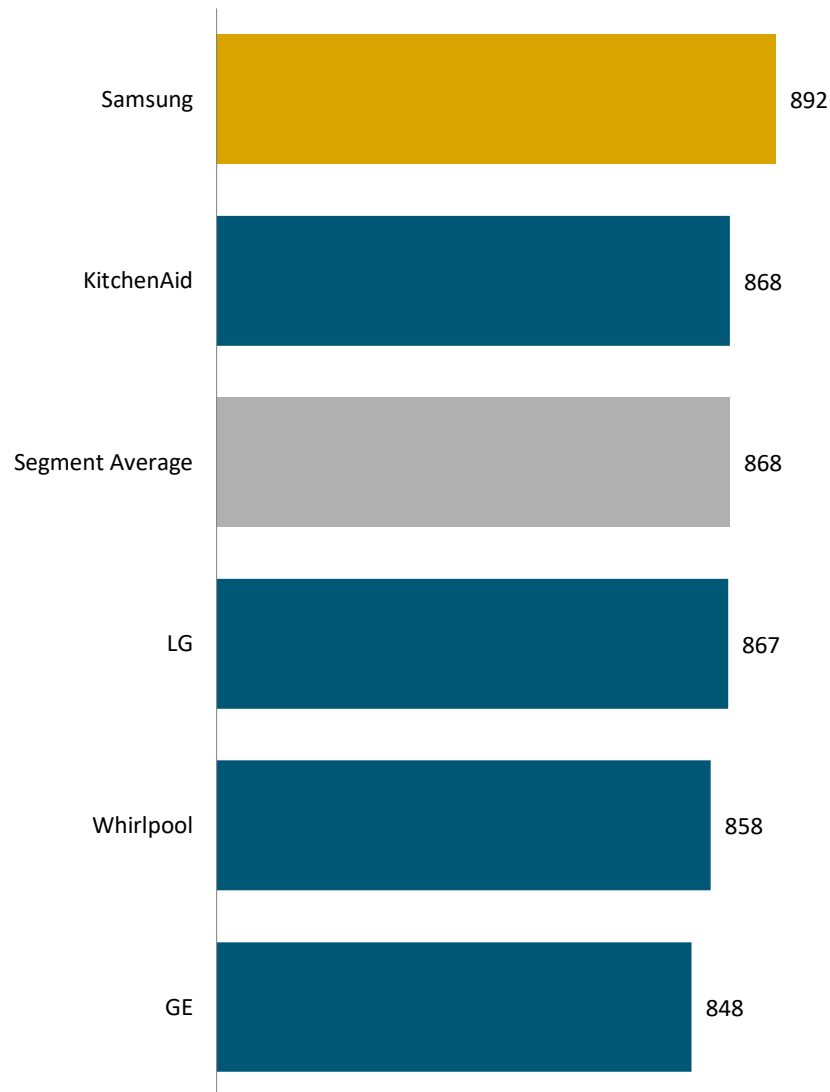
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Over-the-Range Microwave



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

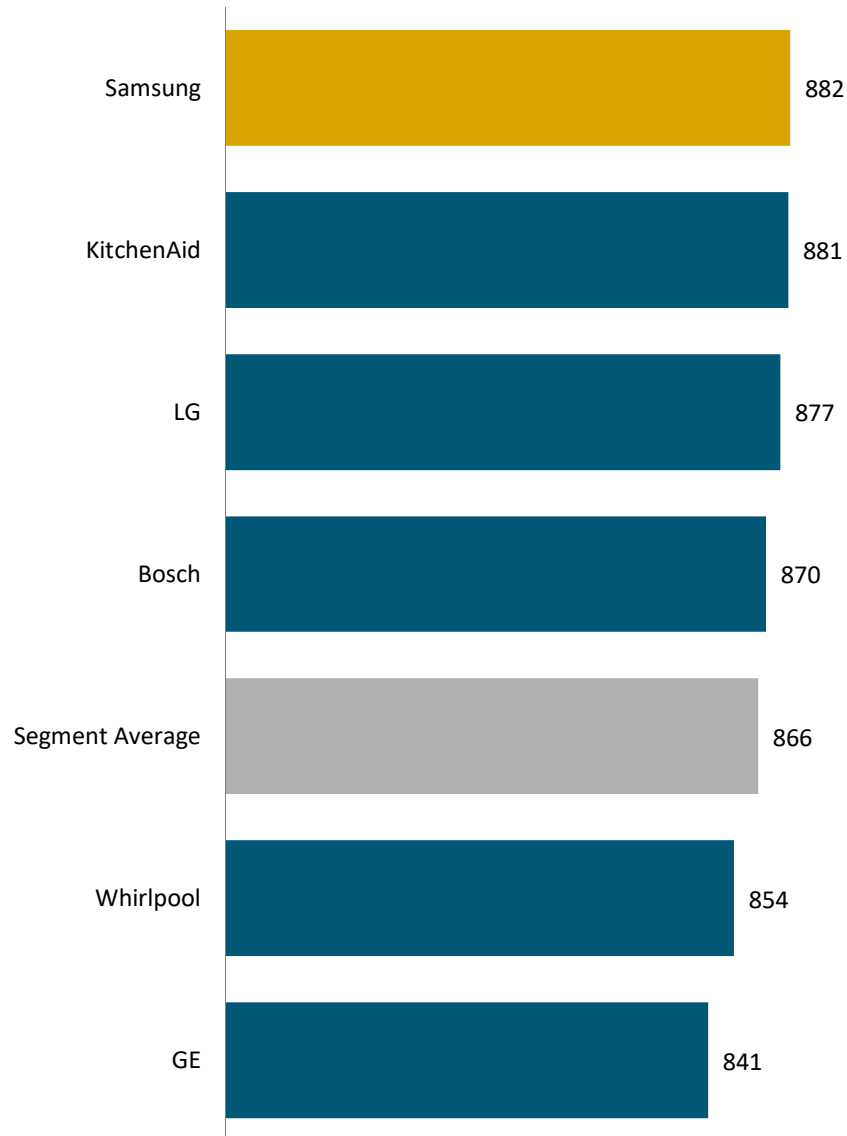
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Dishwasher



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

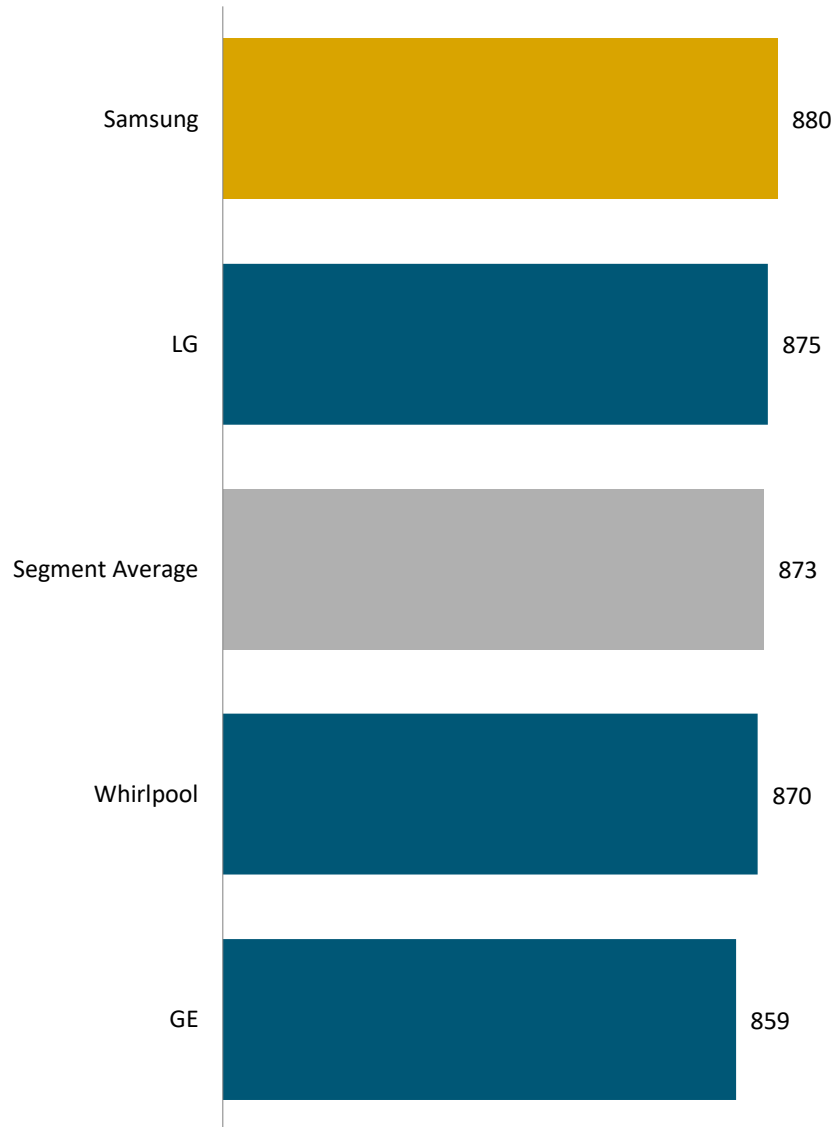
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

French Door Refrigerator



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

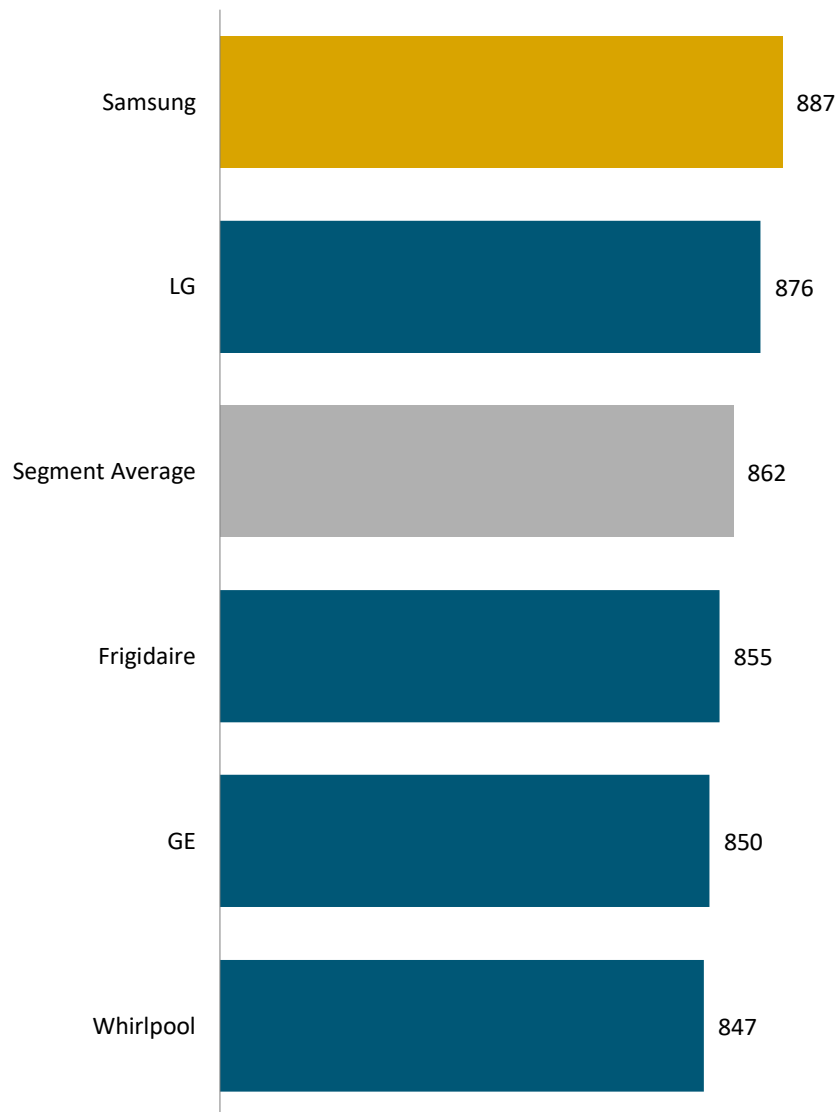
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Side-by-Side Refrigerator



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

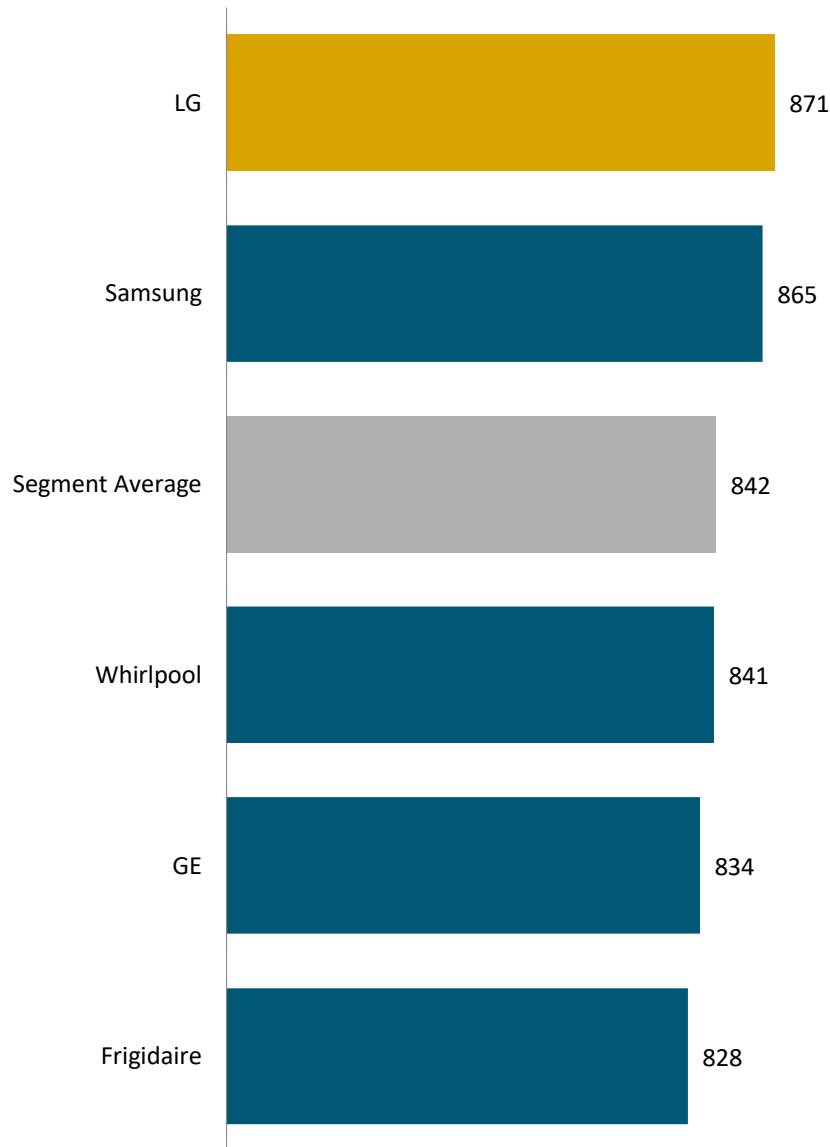
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Top-Mount Freezer, Two-Door Refrigerator



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

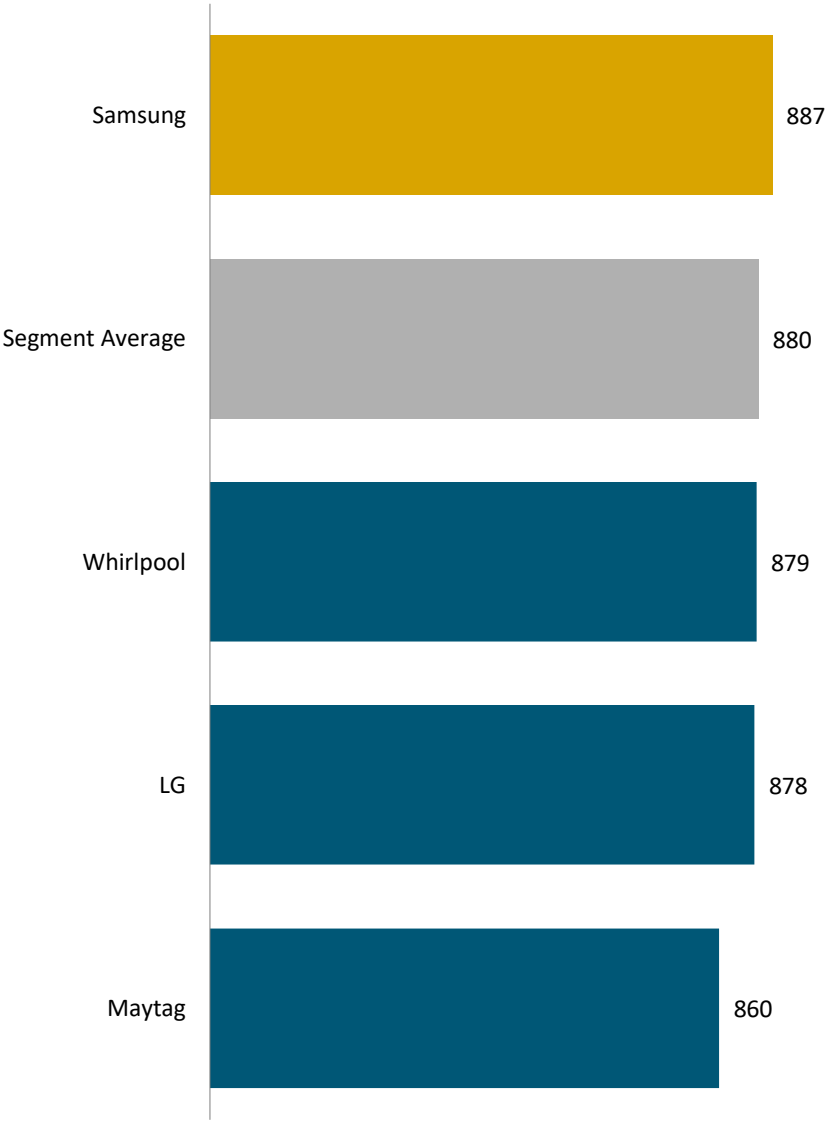
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Front-Load Clothes Washer



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

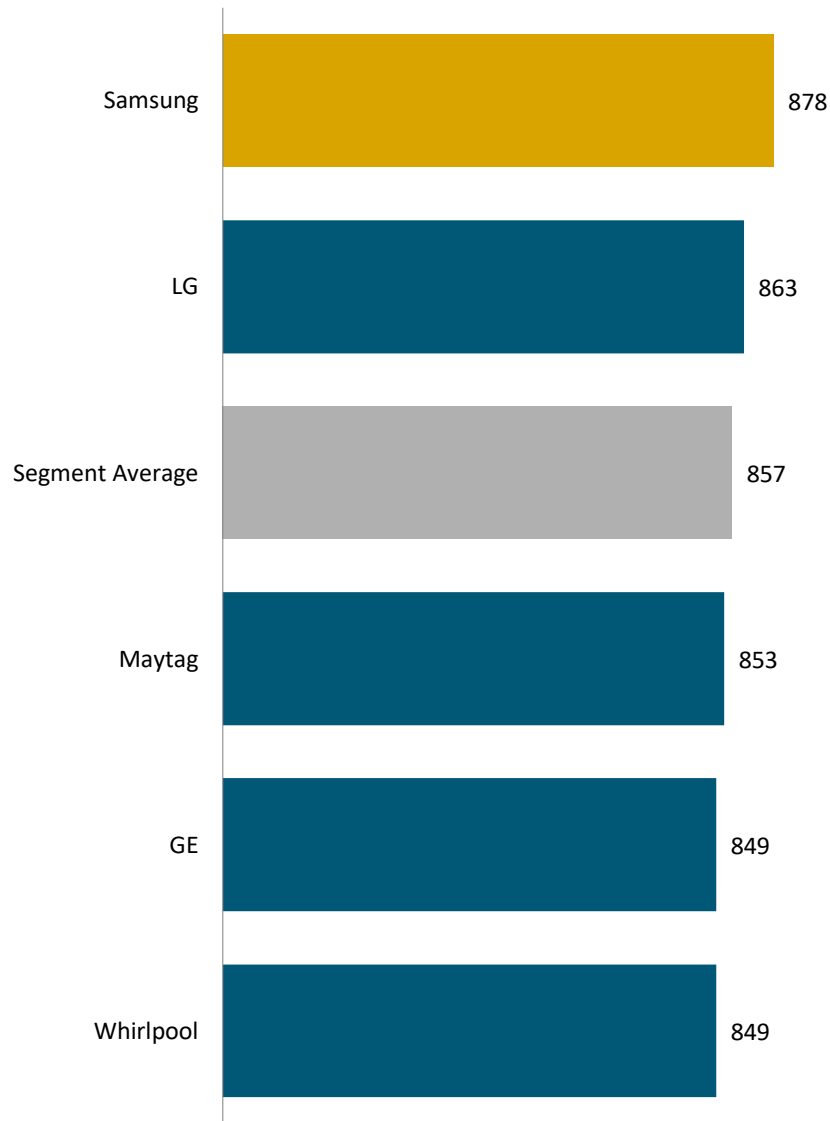
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Top-Load Clothes Washer



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

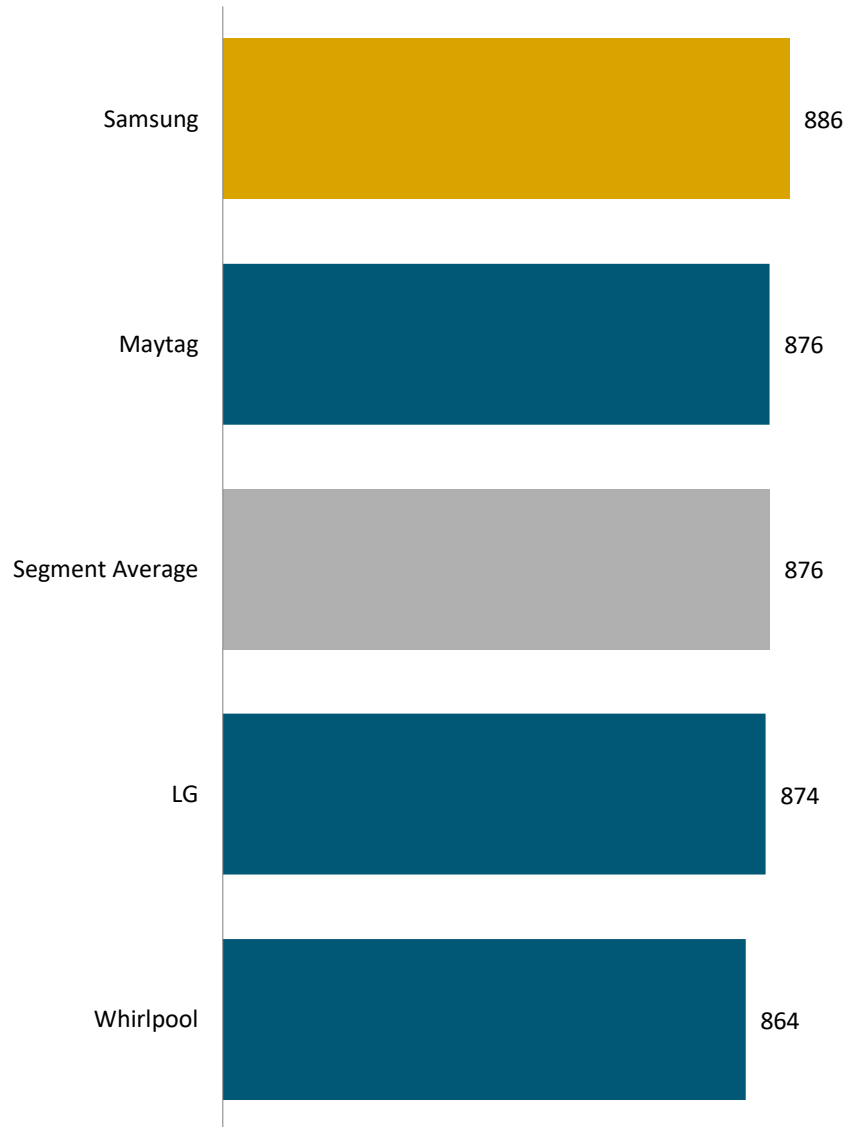
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Clothes Dryer



Source: J.D. Power 2021 U.S. Appliance Satisfaction StudySM

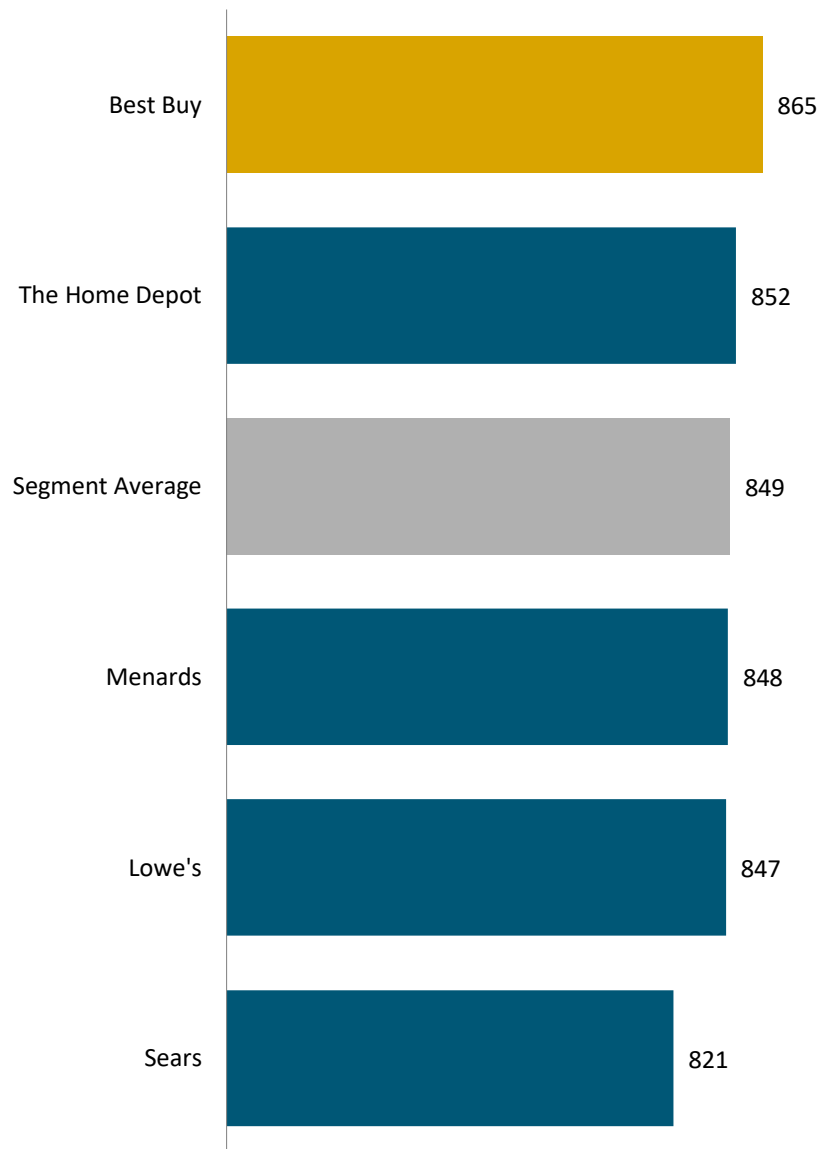
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J.D. Power 2021 U.S. Appliance Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

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Appliance Retailer



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