

# RHEEM: A History of Reliability

Leading CONSUMER Magazine  
Furnace & Central Air  
Articles Through the Years...



The new degree of comfort.™

## FURNACE REPLACEMENT

If you have to replace your furnace, you'll be glad to hear that today's more efficient gas furnaces can save you around \$17 for every \$100 spent on fuel compared with older models. They are also, on average, less likely to need repairs.

## INSTALLATION

To be sure of correct sizing and a proper installation, choose a reputable contractor who will take time to calculate your heating needs according to an industry standard such as a Manual J HVAC Residential Load Calculation. Such calculations take into account the climate and the size, design and construction of your house. Once the furnace is installed, maintain it regularly according to the manufacturer's recommendations. When we asked about the most common reasons for service calls for furnaces, contractors cited human error - inadequate maintenance, for example, or improper installation - twice as often as defective equipment.

## WARRANTY

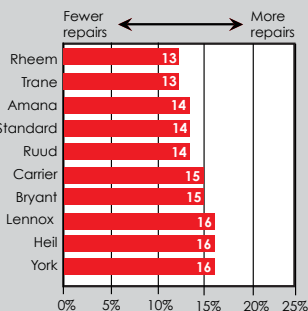
Basic (usually low efficiency) furnaces often have a shorter warranty than their premium counterparts. All of Rheem's Prestige series of furnaces offers a lifetime warranty, either a total unit replacement or heat exchanger replacement and includes a 10 year parts warranty.

GAS FURNACES

### Brand repair history: gas furnaces

We found no statistically meaningful differences in percent of models ever repaired for the brands listed below. For 5 of the 6 years examined, Goodman furnaces were much less reliable than the listed brands. Goodman isn't listed because the sample size in 2001 was slightly too small.

Data are based on more than 22,000 reader responses about gas furnaces installed between 2000 and 2006 in our Annual Product Reliability Survey conducted by the Consumer Reports National Research Center. Data are adjusted to eliminate differences linked solely to climate and product age. Models within a brand may vary. Changes in design or manufacture might affect reliability.

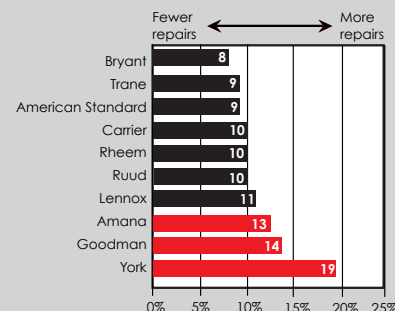


Consumer Reports November 2007

### Brand repair history: gas furnaces

Choosing a brand with a good repair history can improve your odds of getting a reliable brand. Models within a brand may vary, and changes in design or manufacturing may affect future reliability.

Differences of fewer than 4 points aren't meaningful, and we've adjusted the data to account for the age of the furnace.



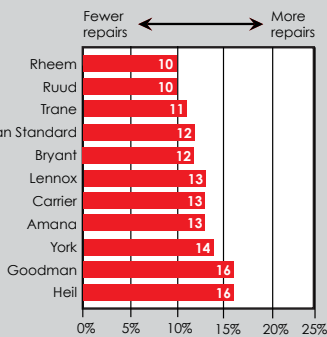
Consumer Reports November 2012

CENTRAL AIR

### Central Air: Most & Least Reliable Brands

The graph shows the percentage of units for each of the 11 brands that were ever repaired or had a serious problem, based on the experiences of 32,550 readers who bought systems between 2002 and 2008.

Units installed by builders broke down more often than owner-installed ones. Data was adjusted to eliminate differences linked solely to age and usage. Models within a brand can vary, and design or manufacture changes might affect future reliability. Still, choosing a brand with a good repair history can improve your odds of getting a reliable model.



Consumer Reports July 2009

**Ask your installing contractor about other ways to keep your home comfort system running as efficiently and comfortably as possible through:**

- Service Agreements
- Programmable Thermostats
- Air Filtration Systems
- Air Humidification Systems

For more information, please go to [www.RheemTeamComfort.com](http://www.RheemTeamComfort.com) or [www.consumerreports.org/cro/gas-furnaces/buying-guide.htm](http://www.consumerreports.org/cro/gas-furnaces/buying-guide.htm)