

Gas Furnaces

Ruud, Trane, and American Standard are among the more reliable natural gas furnace brands, whereas Goodman, Lennox, and Amana are among the less reliable brands. York, however, stands out as the least reliable brand and cannot be recommended by Consumer Reports at this time. That’s what we found based on the feedback of 21,618 subscribers, who reported on their experiences with gas furnaces installed between 2011 and 2016. The following chart shows the estimated breakdown rates for gas furnace brands by the third year of ownership. Differences of fewer than 3 percentage points aren’t meaningful. Models within a brand may vary, and changes in design or manufacturer might affect reliability. Still, choosing a gas furnace from a more dependable brand can improve your odds of getting a reliable model.

Due to a change in our methodology, our reliability estimates are not comparable to previous years. In the past, our estimates were based on instances of repair or serious problems. We now base our estimates on the rate at which gas furnaces break down or stop functioning well enough to sufficiently heat a home.

Brand	Breakdown rate						
Gas furnaces	Fewer	0%	5%	10%	15%	20%	More
Ruud				8%			
Trane				9%			
American Standard				9%			
Rheem				10%			
Carrier				11%			
Bryant				12%			
Amana					14%		
Lennox					14%		
Goodman					15%		
York						19%	

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

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