Most Reliable Counter Depth French Door Refrigerators for 2021

STEVE SHEINKOPF | DECEMBER 29, 2020 | 3 MIN. READ
Appliance Service | Appliance Repair | Counter Depth Refrigerators | Most Reliable Appliances | How to Buy Appliances

Start finding answers in our Resource Center full of videos, buying guides, and checklists

You have probably read through a bunch of reviews and the many horror stories about refrigeration and repair.

At a Glance

1. How We Calculate French Door Counter-Depth Refrigerator Reliability
2. Most Reliable French Door Counter Depth Refrigerator Brands for 2020
3. Common French Door Counter Depth Refrigerator Problems
4. Should You Buy a Warranty for Your Refrigerator?
5. Key Takeaways
6. Frequently Asked Questions About Counter Depth Refrigerators

Unfortunately, they are mostly valid.

is there a way for me to see past year's results? curious to see how the results have changed
If you are looking for your refrigerator for the last 20 years, I have some bad news.

French door refrigerators require the most service of any appliance outside of professional ranges.

We have logged over 100,000 service calls in less than three years. So let’s discuss how we calculate reliability.

The Most Reliable French Door Counter Depth Refrigerator Brands for 2021 are:

1. GE Appliances - 12.1%
2. Bosch - 16.9%
3. Fisher & Paykel - 17.3%
4. Beko - 18.1%
5. Samsung - 20.9%

Short on time? Get our free Counter Depth Refrigerator Buying Guide

How We Calculate French Door Counter Depth Reliability

Over the last few years, we have published articles about the most reliable brands.

However, certain products like refrigerators will fail more as a group than just a dishwasher or a hood.

Refrigerators, for example, are on 24/7, while dishwashers are used more sporadically.

We now have 33 service technicians averaging 8-10 calls a day, Monday through Friday, plus another 110 calls on Saturday.
We calculated our reliability based on how many French door counter-depth refrigerators were sold compared to how many were serviced by the brand for one year.

In 2020, we logged 37,061 service calls from December 2019 to November 2020.

In 2019, we logged 35,256 service calls.

This information is pretty impressive for many reasons.

Let's take a look at the numbers.

French Door Counter Depth Refrigerator Reliability for December 2019 - November 2020

<table>
<thead>
<tr>
<th>Service Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>GE Appliances</td>
</tr>
<tr>
<td>Bosch Appliances</td>
</tr>
<tr>
<td>Fisher &amp; Paykel</td>
</tr>
<tr>
<td>Beko Appliances</td>
</tr>
<tr>
<td>Samsung</td>
</tr>
<tr>
<td>KitchenAid</td>
</tr>
<tr>
<td>Café Appliances</td>
</tr>
<tr>
<td>GE Profile</td>
</tr>
<tr>
<td>LG Electronics</td>
</tr>
<tr>
<td>JennAir</td>
</tr>
<tr>
<td>Average</td>
</tr>
</tbody>
</table>

These figures are based on a minimum of 20 sold per brand and over 3,000 total pieces.

The average service rate is 21.1% for French door counter-depth refrigerators versus 9.65% for appliances in general.

However, these numbers are bad, but most of the issues are not.

The problems are more related to ice maker issues than compressor failures.

It isn't all terrible.

Refrigerators are tightly regulated for energy usage. You should save $100-200 per year in energy costs.

You will have problems with your ice maker or dispenser but that's a good amount of money yearly.

Now, let's take a look at the most reliable counter-depth refrigerator brands for 2021.
Most Reliable Counter Depth French Door Refrigerator Brands for 2021

its own available service department.
It's a good consideration if your retailer has no service department.

Bosch - 16.9%
Bosch surprised me. They have a surprising number of features with two compressors and Wi-Fi, yet is number 2 on this list.

Click here to learn about Bosch 800 Series Refrigerators.

Fisher & Paykel - 17.3%
Fisher & Paykel Kitchen with Custom Cabinet Front Integrated Refrigerator at Yale Appliance

Fisher & Paykel isn't surprising. Most of their refrigerators are basic without dispensers.
As a side note, the Fisher & Paykel integrated panel-ready French door refrigerator is $5,000-$8,000 less than a Sub-Zero or other panel ready type.
For all of our most reliable and best counter depth refrigerators, their features, and how they compare, click here to Counter Depth Buying Guide.

Beko - 18.1%

is there a way for me to see past year's results? curious to see how the results have changed
The best refrigerator to keep food fresh for a longer time after Sub-Zero is Beko.

We tested five refrigerators with fruits and vegetables for 30 days in our “Project Produce” experiment.

Beko’s refrigerators have the most features with two evaporators, ethylene filters, and blue lighting in the crisper.

Beko’s Active Blue Light feature emulates sunlight and promotes continued photosynthesis in fruit and vegetables.

It actually works.

Click here to learn about the Beko BFFD3624SS French-Door Counter-Depth Refrigerator.

I know many of you will dislike the next brand.

**Samsung - 20.9%**

Samsung Appliances and Counter-Depth Refrigerator at Yale Appliance in Hanover

I hoped Samsung wasn’t on this list even though their products are popular. Samsung has become the target of many people’s comments on this blog.

Like this:

“Zaniboni, Your comments are typical multiplied a million times. Why this company is still in the appliance business is beyond me. I bought my French door refrigerator and you guessed it. Exactly a week after the 1 year warranty expired the ice maker quit. Then a year later the water dispenser started to act erratically. I bought it at H H Gregg. They of course went out of business. Maybe because they sold too many defective Samsung appliances. Long story short I had to pay over $400 for parts and service to replace the filter housing which operates the water dispenser. Scheinkopf is doing his customers a disservice by continuing to sell this worthless brand. Obviously he is making huge amounts of money on service calls for Samsung, so he is clearly biased in his continued support for this brand. Notice there are NO complaints about GE or Maytag.”

Well, he spelled my name wrong.

Service does not make huge amounts of money either.

If it did, every internet company, box store, and local available service instead of just a handful of dealers.

Anyway, Samsung’s main issue is their lack of service nonexistent.
Always check for available service before you buy any appliance.

For all of our most reliable and best counter-depth refrigerators, their features, and how they compare, click here to download our free counter-depth Buying Guide.

Common French Door Counter Depth Refrigerator Problems

Refrigerator Ice Maker

Although refrigerators fail more than almost any other appliance, refrigerators are also way more energy efficient than in previous years due to Federal regulations.

One of the biggest issues is with the ice dispensers. With an ice dispenser, you are sending an ice cube through a warmer refrigerator. This can cause leaks.

Although this problem is annoying, it does not affect the cooling of the refrigerator. Invariably, the refrigerator will work.

Read More: How to Maintain Your Refrigerator's Ice Maker

Should You Buy a Warranty for Your Refrigerator?

Until 16 years ago, we did not sell warranties.

You should consider one on a French door refrigerator just from looking at the first-year service rates above.

There are articles on this blog and comments written about nightmare service experiences.

Just do not buy a warranty from a store without an actual service department.

You certainly won't buy a car warranty from a dealer without service. Follow the same thinking with appliances.

Third-party warranties are a joke (only you will not be laughing). They will sell you the warranty without actually employing any service techs.

Read More: Are Appliance Extended Warranties Worth It?

Key Takeaways

Now, you know you may have an annoying ice maker for years, statistically, but the refrigerator will work and costs.

The top 5 are GE, Bosch, Fisher & Paykel, Beko, and, unfortunately for me, Samsung.
With a service rate of 21% just on refrigerators, you will also need some service, especially with a whole package of kitchen appliances.

You wouldn't notice the other part of what we consider as reliable. Bosch and GE are better at turning around parts and service than the others.

In addition to researching prices and features, you should know your service agent before making any purchase.

Frequently Asked Questions

Refrigeration Education Station at Yale Appliance in Hanover

1. What is the difference between counter depth and standard depth?

The difference between standard depth and counter-depth refrigerators is that a standard depth refrigerator adds 6-8 inches. A counter-depth refrigerator does not protrude as much from your cabinets, giving you more space in your kitchen layout.

2. What's the largest counter depth refrigerator?

Twenty-four cubic feet is the largest counter-depth refrigerator. You can learn about the largest counter-depth refrigerators by clicking this link.

3. How deep are counter depth refrigerators?

Counter-depth refrigerators are 24-inches deep, plus the depth of the door.

4. Are counter depth refrigerators wider?

No, counter-depth refrigerators are not wider. Counter-depth refrigerators are made to fit standard 24-inch, 30-inch, 36-inch, 42-inch, and 48-inch widths.

Click here to learn about how much clearance a refrigerator needs.

5. Are counter depth refrigerators more expensive?

In most cases, a counter-depth should be 10-20% more expensive than a regular depth refrigerator. Around promotions, that price becomes more comparable.

Additional Resources

Want some more information about counter depth refrigerators? Yale Appliance Counter Depth Buying Guide with features and detailed profiles of the major brands. Well over 630,000 people have read
Most Reliable Appliances Series:

- Most Reliable / Least Serviced Appliance Brands
- Most Serviced Appliance Brands
- Most Reliable Dishwashers
- Most Reliable Top Load Washers
- Most Reliable Front Load Washers
- Most Reliable Full-Size Dryers
- Most Reliable Compact Washers
- Most Reliable Compact Dryers
- Most Reliable Gas Cooktops
- Most Reliable Induction Cooktops
- Most Reliable Electric Ranges
- Most Reliable Induction Ranges
- Most Reliable Freestanding Gas Ranges
- Most Reliable Dual Fuel Professional Ranges
- Most Reliable Professional Gas Ranges
- Most Reliable Wall Ovens

Why Should You Trust Us?

It seems that every appliance review has nothing but glowing comments about almost every product, yet you read customer reviews and they are almost universally bad.

We are here to fill in the disconnect. We’ll give you the best features, and the drawbacks as well, including reliability based on over 37,000 calls performed by our service team just last year. Our goal is to give you ALL the information so you know what's right for you.

Please consider subscribing or adding to the conversation in the comments below. We appreciate you stopping by.
Steve Sheinkopf

Steve is the third-generation CEO of Yale and a lifelong Bostonian. He currently resides in Boston, one mile from where he was born. Despite being one of the worst goalies of all time, he is a huge hockey fan of college hockey and the Boston Bruins. The love of his life is his daughter Sophie.

Steve has also been featured in numerous publications such as the *New York Times*, *Consumer Reports*, *The Boston Globe*, *Bloomberg Radio*, the *New York Post*, *The Wall Street Journal*, and *Entrepreneur*, for his knowledge of how to buy appliances and appliance repair.

A Note About Pricing

Pricing on this blog is for reference only and may include time sensitive rebates. We make every attempt to provide accurate pricing at time of publishing. Please call the stores for most accurate price.

109 comments

Jean Burns  5/15/2016, 10:51:46 AM

Hi Steve,
I am looking for the best finger proof stainless color type package in mid price range and with least repairs ? I do want the water and ice dispenser on the fridge door .Could you please recommend?

Reply to Jean Burns

Steve Sheinkopf  5/15/2016, 1:43:42 PM

Jean,

I could recommend it....as long as you dont hold it against me. Frigidaire is fingerprint proof, but is high in repair...Samsung is lower, but isn't

How about buying one and a service contract (as I service)

Chances are you will need it

is there a way for me to see past year's results? curious to see how the results have changed
Karen Lucht  5/23/2016, 5:20:07 PM

Steve,

We too are looking for "finger print/smudge proof" stainless appliances for our upcoming kitchen gut & renovation. Currently the Frigidaire Professional series counter depth fridge (w/out door dispensers), 30" slide in gas range & range hood are the frontrunners. Can you speak to the performance and reliability of this appliance line? I thought I was set on these until today when someone told me that Kitchenaid was a higher quality product. I looked quickly at their counter depth fridge & many reviews commented on how loud it was along with shelf and door design flaws :( Can you offer any sage advice?

Thank you for your help!
Karen

Reply to Karen Lucht

Steve Sheinkopf  5/23/2016, 8:08:42 PM

Well...advice, yes...sage advice, maybe

Frigidaire is one of the most reliable products sold in the industry. I have been writing reliability reports last two weeks. They are one of the best....

KitchenAid has good style and features. It is worth considering, but Frigidaire statistically holds up better

S

Reply to Steve Sheinkopf

jack finn  12/11/2016, 12:59:38 PM

Steve, any update on this article on reliability of refrigerator brands? After 5 years a very expensive Kenmore (LG manufacturer) developed sealed system leak and now we have to buy a brand new one. Don't want to have to buy another one in the next 5 years so reliability is most paramount....

Reply to jack finn

Steve Sheinkopf  12/15/2016, 10:41:07 AM

Jack,

I published a few reliability reports on just refrigerators. Just enter the...
I published a few reliability reports on just refrigerators...just enter the category on search

S

Reply to Steve Sheinkopf

Stan Grinberg  11/5/2017, 2:38:52 PM

Steve,

Any thoughts on Blomberg refrigerators? I understand their more common in Europe, but I'm not aware of their reliability.

Stan

Reply to Stan Grinberg

Steve Sheinkopf  11/6/2017, 1:14:51 PM

Stan.....They are OK. We do not sell them anymore, but love their washers and dryers

S

Reply to Steve Sheinkopf

Pat Ross  1/12/2018, 10:24:16 PM

Reliability and Longevity so poor, surprised that the industry hasn't decided to separate refrigerators and freezers much like washers and dryers are separate appliances. Perhaps stackable ones might appeal to people just as stackable laundries do. Fridges could have see through storage while freezers could be self contained with ice/water disp. Maybe the problem comes from combining them, trying to lower costs too much, and compromising on quality and construction.

Reply to Pat Ross

Steve Sheinkopf  1/16/2018, 10:54:36 AM

Frozen cube sent through a warmer refrigerator is a recipe for leaks

Reply to Steve Sheinkopf

Katie Dammann  1/26/2018, 2:16:32 PM

Hi Steve,
I freeze a ton of stuff so I am concerned about getting a refrigerator with a bottom freezer drawer. I currently have side, which I find to be very small. What would be my best bet? I unfortunately can't get a non-counterdepth since my fridge will be going
on an exterior wall. Thanks,
Katie

Reply to Katie Dammann

Steve Sheinkopf  1/26/2018, 4:56:18 PM

Have you checked out a 4 door refrigerator? Samsung and LG have them...others have double drawers
KitchenAid has a 5 door....depends on what you need
S

Reply to Steve Sheinkopf

Catherine Calbi  1/31/2018, 11:06:47 PM

Steve,

We recently purchased a house on the beach. What brand of appliance would you recommend for a kitchen remodel?

Reply to Catherine Calbi

Steve Sheinkopf  2/5/2018, 11:19:56 AM

Reliable ones best fitting your budget and style...Read most reliable appliances on the blog
S

Reply to Steve Sheinkopf

Mike Spring  2/1/2018, 12:25:18 PM

Hi, I'm thinking about buying a Samsung RF22ONCTASR. I prefer a French door and It's a little over 2" higher than the old Frigidaire I have and still leaves about 2" gap on top to fit in the space in my kitchen and the width and depth are fine. The reviews seem good on several websites. I most want reliability, then quiet operation. I don't think this model has a water dispenser so that may alleviate some repair issues. Can I also forgo hooking up the icemaker as well to avoid problems? I'm single, retired and get along fine with an ice cube tray. If I lived in the Boston area I'd definitely be using ya'll. Thanks, Mike Spring.

Reply to Mike Spring

Steve Sheinkopf  2/6/2018, 9:31:46 AM

Thanks...you can always remove or shut off the icemaker
Looking for 36 inch wide countertop white fridge. Down to KitchenAid KRFC300EWH Samsung RF23HCEDBWW or Whirlpool WRF540CWHW. What do you suggest? Have read bad things about Samsung ice maker in this mode. Looking to buy this weekend. Thanks. Your site is great. Going to Dorchester store tomorrow.

Steve Sheinkopf 2/17/2018, 8:55:43 AM
CC,
You will hear bad things about every brands icemaker.....Sending a frozen cube through a warmer door hasnt been figured out yet

Good news: Its the icemaker, not the compressor

Bad News: You will need service almost statistically 100% of the time within 5 years

We published these reliability numbers....Samsung being the most reliable surprised me, but the numbers are real

S

Cathy Cann 2/17/2018, 9:11:39 AM
Thanks I saw that on blog. Your store website lists the kitchen aid as a popular buy but not the Samsung. Can I go wrong w either model. Do u have a preference? Heading in to look and hopefully buy in few hours. Many thanks.

Steve Sheinkopf 2/17/2018, 10:23:28 AM
CC: Both are good....Look at the Samsung two drawer model...It has metal cooling and a door within a door.....The drawer can be alternated from refrigerator to freezer

S

willy morales 3/18/2019, 1:49:38 PM
is there a way for me to see past year's results? curious to see how the results have changed
So, is the fridge with the interal water any better. I assume the ice is in the freezer section on those?

Thank you

Steve Sheinkopf 3/18/2019, 4:21:03 PM

Better....because the cube is frozen in the freezer (where it belongs)

RC Ha 6/25/2020, 3:56:10 AM

We have indeed had endless problems with our LG refrigerator, first related to the compressor (which after a long wait LG sent a technician to replace — their “closed system” makes repairs challenging), then to the ice dispenser.

I want to comment on something you wrote in the blog post, based on my experience with LG ice dispenser problems. You said: “Although this problem is annoying, it does not affect the cooling of the refrigerator. Invariably, the refrigerator will work,” and noted this results in less food loss. With LG brand, at least, though, our recurring ice dispenser problem causes the freezer to begin thawing (not good) and shows up as an “E IF” error. Per LG, the “solution” for this is to empty the refrigerator and freezer, leave all the doors open, and unplug it for eight hours. Very few people are able to do this without losing a good amount of food, as who has a second refrigerator to leave perishables in for 8 hours...??

WT 3/13/2018, 1:35:34 PM

How come there are no statistics for Sub Zero?

Reply to WT

Steve Sheinkopf 3/14/2018, 9:45:24 AM

WT...different class of product. This is more focused on regular counter depths

5

Reply to Steve Sheinkopf

Andy James 4/27/2018, 3:40:52 PM

Do you have statistics beyond 1 year, or can you split (affecting cooling), vs not?

Is there a way for me to see past year's results? curious to see how the results have changed
For example, if you look at reviews of any Samsung refrigerator, they have as many reports of (unrepairable) sealed system leak - mostly after 2-3 years, as they do have reports for ice dispenser issues. And reading through this and other articles here, you seem to suggest that most issues are for items not affecting cooling.

Reply to Andy James

Steve Sheinkopf  4/30/2018, 9:50:24 AM

Andy...The most accurate records are 1 year because we provide free warranty service. We do not find much in the way of system fails

However, they sell more French doors than any other brand, so there will always be some

Based on 30,761 service calls, it is not statistically significant

Reply to Steve Sheinkopf

Denise Billy  5/15/2018, 4:49:11 PM

Looking to purchase a French door refrigerator, possibly counter depth, if can find one with around a 30” depth. We will also be getting the water and ice option. What is your recommendation? Been reading so many reviews that I just don’t know anymore.

Reply to Denise Billy

Steve Sheinkopf  5/16/2018, 12:01:16 PM

Look at one of these brands...and make sure you buy one from a dealer invested in service

Because you will need it

Reply to Steve Sheinkopf

Denise Billy  5/16/2018, 1:00:05 PM

Thanks for reply. You mentioned to look at one of these, however, I didn't see a list. New to this blog stuff. I do intend to purchase extended warranty

Reply to Denise Billy

Steve Sheinkopf  5/17/2018, 3:02:35 PM

Denise,

This article mentions reliable brands. Start the product based on your needs

is there a way for me to see past year's results? curious to see how the results have changed

https://blog.yale appliance.com/most-reliable-counter-depth-french-door-refrigerators
Do NOT buy an extended warranty unless the retailer has a service department

Most extended warranty companies do not employ a single tech and cannot handle issues

Be Very Careful,

Steve

Cathy Cann  5/16/2018, 12:10:11 PM

We bought the Samsung RF23HCEDBWW counter depth in March with ice and water on door. Everything has been perfect so far and we are really happy with purchase. We bought at Yale.

Reply to Cathy Cann

Steve Sheinkopf  5/17/2018, 3:03:22 PM

Thank you Cathy......Appreciate your business

Sincerely,

Steve

Reply to Steve Sheinkopf

Joel Zabroski  5/29/2018, 4:00:27 PM

Incredible info. You rock. Wish you had a location closer to me, Wakefield, MA.

I'm curious if you slice and dice by other factors, as well. The main statistic I think most of us care about is Mean Time to Failure.

Reply to Joel Zabroski

Steve Sheinkopf  5/30/2018, 9:30:32 AM

Dude...You live close enough!!!

Anyway, we use the 1 year, because most people will use free service. After that, it is hard to know

Most repair is not catastrophic, but appliances do need more service

Make sure you have a good idea of who will fix you buy

is there a way for me to see past year's results? curious to see how the results have changed
Reply to Steve Sheinkopf

Sherry Kendrick 6/30/2018, 9:24:22 PM

Do you have any recommendations for good place to purchase appliances in the Birmingham, AL area with good service department? Typically we go to big box stores but not sure that the service would be as good.

Reply to Sherry Kendrick

Steve Sheinkopf 7/2/2018, 8:52:35 AM

Sherry: I actually went to a debutante ball in Birmingham...what a great place!

But that was years ago and completely unrelated to your question

I did a Yelp search for you

https://www.yelp.com/search?
find_desc=appliances&find_loc=Birmingham%2C+AL&ns=1

But there is no heavily trafficked appliance store down there...or so it seems

Sorry,

Steve

Reply to Steve Sheinkopf

milva giardina 7/24/2018, 9:22:33 AM

Hi Steve, I love reading your blog and all the information you provide to the consumers. Thank you for that! I am still in need of a new gas range, refrigerator and dishwasher. I know I want to purchase a Miele dishwasher because of reliability and obviously want the same for my other appliances, however my issue is refrigerator dept. looking for either side by side or french door. I can only do a dept of 34 with handles and less than 28 with doors off in order to get it through the entry way into my home because the door opening is only 30 inches, but I want more than 25 cu ft. of space or more if it's possible. stuck on what to do. counter dept is not a lot of storage space.

Any difference in a 24 cu ft counter dept to a 24 regular dept. confused! Also can you tell me why you don't sell ge gas ranges? Are they no longer a good product? Thank you and I will definitely be frequenting your site more! Good reliable Service is such an important factor.

Reply to milva giardina

is there a way for me to see past year's results? curious to see how the results have changed
Steve Sheinkopf  7/26/2018, 9:08:40 AM

Thank you, Milva...Just so you know, we do site checks free of charge to help with refrigerator selection

Anyway, think of a refrigerator as a cube. It is based on cubic footage

Counter depths have become shallower, yet over the years have become larger as well

They cannot change the width, because the cabinet is generally pretty standard (in most cases)

However, counter depths have become taller...in most cases over 72 inches

So a 24 cube vs 24 cubic shallow depth...One may be deeper, and the other taller

Hope this helps,

Steve

Reply to Steve Sheinkopf

anita anita  8/14/2018, 6:44:52 PM

Hi Steve my refrigerator just died so I need 36" with ice maker and water dispenser frige. I very confused on which brand to buy. I know I want a brand that has there own techs. I want a brand that's very reliable. Also I have read that the French door fridge is the most that has service calls. So should I not consider them? Could you recommends some brands? Nothing expensive. Thank You.

Reply to anita anita

Steve Sheinkopf  8/15/2018, 9:41:34 AM

Anita: French doors can be problematic. They don't die...they just leak. Placing an icemaker in a warmer refrigerator is fraught with repair

Samsung, KitchenAid seem to be the best...where you should buy depends on where you live

S

Reply to Steve Sheinkopf

Rob  9/13/2018, 3:23:52 PM

I am looking for a RELIABLE 36" French Door refrigerator with ice and water dispenser. I currently have a Frigidare Gallery Series (smudge proof)
purchased in 2012. I have replaced 4 ice makers and it stops making ice after weeks to a month ea time. I am giving up on the ice maker since I have read it is a design flaw. What is the most reliable for what I am looking for as a similar replacement.

Reply to Rob f

Steve Sheinkopf 9/14/2018, 10:59:12 AM

Rob...This article discusses reliability...Icemakers leaking is the number 1 issue by far

Most reliable....Samsung, KitchenAid (without dispenser) and LG

S

Reply to Steve Sheinkopf

Ed H 11/4/2018, 11:08:46 PM

Just wanted to say thanks for publishing this data. It's extremely hard to find this sort of data anywhere. I wish I lived in the Boston area, I'd buy from you!

Reply to Ed H

Steve Sheinkopf 11/5/2018, 4:27:24 PM

aw thanks......appreciate that

Reply to Steve Sheinkopf

Keith Extance 2/12/2019, 1:36:01 PM

Purchased a Whirlpool Fridge in early 2017 and am now on the third sealed system leak, fortunately all under original and extended warranty. Are the guts of Whirlpool vs. Maytag vs. Kitchen Aid the same, ie, is spending more for a Kitchen Aid getting me better cooling mechanicals for reliability or is it more money for more features and cosmetics? Thanks!

Reply to Keith Extance

Steve Sheinkopf 2/13/2019, 1:00:00 PM

Nope...they are the same

Reply to Steve Sheinkopf

kathy fiedler 2/13/2019, 8:35:52 PM

Are the Kitchenaid French door refrigerators (706) a reliable choice? Needing a replacement I realize many of the brands are all made/owned by
12/21, 1:51 PM

Reading a replacement...realize many of the brands are all manufactured by the same companies. liking the looks of the black stainless. Thanks

Reply to kathy fiedler

Steve Sheinkopf 2/15/2019, 3:50:41 PM

It's ok...read our reliability stats....and Black Stainless scratches

Reply to Steve Sheinkopf

Lauren Denton 3/12/2019, 12:20:35 PM

I can't believe how helpful you are! Years later and you're still answering questions for us confused fridge-buyers!

I'm deciding between the KA KRFC604FSS and a Samsung—either the one with 4 doors (bc I hate the deep freezer bins of other French door freezers) or one with a middle flex drawer. I want an ice/water dispenser even though I'm hearing that's the cause of many service calls. I have also read questionable reviews of the KA fridges—and their reliability seems a good bit lower than Samsung, according to your reliability reports. Am I reading all this right? Do you have any additional thoughts between KA/Samsung?

Thank you!

Reply to Lauren Denton

Steve Sheinkopf 3/13/2019, 10:36:44 AM

Yeah....Call it a weakness :)...and thank you

That said, you picked the right refrigerators

Now pick the problem:

Samsung is the most reliable, but hardest to find service (we are Samsungs agent in Boston)

KitchenAid is less reliable but better with issues

Overall, Samsung has a better portfolio of products.....better choice if you have a good local agent

S

Reply to Steve Sheinkopf

Amy S 5/19/2019, 11:09:03 AM

We live in Gainesville Fl. and are looking to buy a con. will buy S/S since it seems this is the better choice. Between Whirlpool, LG,
Fridgnaire, which do you recommend. We are empty nesters now so no kids to worry about for extra ice. We want to purchase for the Independence Day sales. I like convection oven, quiet d/w and dependable refrigerator. What brands do you think would serve our purpose.

Reply to Amy S

Steve Sheinkopf  5/20/2019, 4:28:49 PM

I would add Samsung and KitchenAid to the mix

S

Reply to Steve Sheinkopf

Amy Dodds  5/21/2019, 11:00:29 PM

Hi Steve,
Thank you for all of this information. I notice in this blog and in the guide you do not mention the reliability rating of Sub Zero refrigerators. I have also been reading lots of complaints about them on the Consumer Affairs website and others. Please share any Sub Zero reliability information that you are able to. I appreciate your help!

Amy

Reply to Amy Dodds

Steve Sheinkopf  5/22/2019, 11:44:48 AM

Amy,

I do publish reliability numbers in another article.

Sub-Zero has a high rate for an appliance, but low for a built in

People spending $10,000 for a refrigerator expect more service...and installation is hard on any built in

Unfortunately, you will find tons of complaints on any appliance.

When millions are sold even a small percentage can be a lot

(just as a FYI, I bought one)

S

Reply to Steve Sheinkopf

Kelly McCully  6/9/2019, 1:20:24 PM

Hi Steve,
I’ve been researching different models of counter depth refrigerators,
looking not only for reliability but also wanting one with flat doors and professional style handles.
I'm considering two models, Frigidaire Professional Series and Fisher Paykel. I've read mixed reviews on both, like you said, no matter which you choose, there will be many complaints along with the positive reviews. I was hoping to get your thoughts on the two models.
Thanks in advance,
Kelly McCully

Reply to Kelly McCully

Steve Sheinkopf  6/10/2019, 8:55:21 AM

Kelly,

We don't sell Frigidaire anymore....Fisher Paykels reliability is surprising..Number 3

But you have to ask who services in your area

S

Reply to Steve Sheinkopf

Brett W  7/4/2019, 4:59:56 PM

I think something to consider in your statistics is a weighted system on service issues. Are these boards, clogged dispensers, or complete compressor failures. If you have 35 calls on Whirlpool for light bulb issues, that doesn't say much to reliability when it would be nearly %100.

Which brings me to my fridge buying question. My 03 whirlpool gold is going out (replaced relay and overload a few years ago, and seeing cooling and icing issue on evaporator a sign of compressor going out)

My question: Of the brands, are any more reliable than others for what would be a considered a total loss fix? We're looking at simple French door (without dispenser and gadgets) and while I can repair most items myself something like a compressor is not one of them.

If I could get even half of 16 years like I did with my old Whirlpool gold side by side, I'd call that a win.

Reply to Brett W

Steve Sheinkopf  7/6/2019, 10:14:42 AM

Brett....we have phone operators who help clients refrigerators...If we have to send a tech, it counts

That said, refrigerators need tons of repair. Samsung would be the best, but service can be a challenge, so check first
But service can be a challenge...be careful.

S

Reply to Steve Sheinkopf

A L 9/30/2019, 1:34:04 PM

Replacing a 4yo LG - repairman said Whirlpool/Maytag. IS there a difference in reliability with fridges with the door dispensers vs internal water dispenser? I also read reviews that people have trouble with the freezer filling with frost/ice, the lower fringe shelves filling with ice. It seems like no matter what, I can't find one with a solid track record, even without a door dispenser.... (for French Door). Thank you!

Thank you!

Reply to A L


A L....Repairman doesn't work with LG/Samsung...that said, French door dispensers are an issue...sending a frozen cube through a warmer refrigerator is an issue

S

Reply to Steve Sheinkopf

Carolyn Goodman 10/3/2019, 8:29:51 PM

I am seriously considering a Bosch 4-door refrigeration w/o external ice and water dispenser. I don't see any info on Bosch and none of the questioners have listed Bosch as a possibility. Any feedback would be appreciated.

Reply to Carolyn Goodman

Steve Sheinkopf 10/4/2019, 1:10:20 PM

Carolyn...It's new. I like the refrigerator. I did a video on it...nice refrigerator

S

Reply to Steve Sheinkopf

Harriet Bograd 4/15/2020, 6:10:46 PM

Does the new Bosch that you like come in a 30" model number? Any new track record on reliability?

Reply to Harriet Bograd

36 inches for now....Its a little early for reliability just yet....

Juliana Gregory  12/15/2019, 6:46:06 PM

Hi Steve,

I am wondering about the reliability of the GE Profile refrigerators? I don't see them on your list of most reliable appliances or in the reviews of counter depth refrigerators (which is what we are looking for) and I am wondering if that's a bad sign? I understand Samsung and LG have great ratings, but I'm dismayed about the issue of finding support/technicians if something does go wrong. We have a GE profile stove and I love it... Just wondering if you have any insight on the fridge?

Reply to Juliana Gregory

Steve Sheinkopf  12/16/2019, 10:52:49 AM

Not yet, we just started selling GE....we will know shortly

S

Reply to Steve Sheinkopf

Karen Mogensen  12/29/2019, 9:32:08 PM

It's time to replace our limping S/S GE and our heads are spinning from all the research! Thanks for composing all this data, but could you please offer quick input? We need counter depth with external ice/water. So... S/S vs. french door - which is most reliable (is it mostly french that have ice maker issues)? Quietest model? Thanks in advance!

Reply to Karen Mogensen

Steve Sheinkopf  1/2/2020, 4:11:55 PM

Ok Karen,

French door is better for storing because of its lateral width
Side by sides are more reliable with dispensers because the cubes are from the freezer not the warmer refrigerator

Hope this helps,

S

Reply to Steve Sheinkopf
When are you going to publish numbers for 2019? Looks like you had 2018 up pretty quick. Any surprises on reliability?

Reply to Bri And

Steve Sheinkopf 1/9/2020, 3:22:02 PM

Yes...there will be surprises as always. First post starts today

S

Reply to Steve Sheinkopf

Inga Walker 2/21/2020, 12:36:56 PM

Considering purchasing one of the relatively new Bosch French door refrigerators that Bosch is now making. Surprised a bit by their service call percentage. Do these numbers include sales of the previous series of Bosch fridges, which I believe were outsourced for manufacture or are they more representative of the newer line? Considering a B36CT81SNS or similar. Thanks!

Reply to Inga Walker

Steve Sheinkopf 2/22/2020, 10:36:26 AM

Excellent question....The reliability is almost all older refrigerators..Next year will be different

S

Reply to Steve Sheinkopf

Lisa C. 2/26/2020, 12:07:44 AM

Do you have current service ratio statistics for Frigidaire counter depth refrigerators?
Thank you!

Reply to Lisa C.

Steve Sheinkopf 2/26/2020, 3:37:44 PM

I haven't sold the line in a couple of years but it was trending badly over the last few years

S

Reply to Steve Sheinkopf

is there a way for me to see past year's results? curious to see how the results have changed
Excellent read, Positive site, where did u come up with the information on this posting? I have read a few of the articles on your website now, and I really like your style. Thanks for sharing information.

Reply to karan joshi

Steve Sheinkopf 3/5/2020, 12:08:26 PM

Karan,

Information is from our own service stats....Thank you for your comments. I like your style too!

S

Reply to Steve Sheinkopf

Brandon Smith 3/11/2020, 9:05:28 AM

Thanks for all the blogs of very helpful and useful information. I know you push buying from a dealer who is invested in service. Would you happen to have any recommendations in the Houston, TX area? We have plenty of Box and Retails stores :)

Reply to Brandon Smith

James Mccabe 4/4/2020, 9:45:01 AM

Does the reliability of a French door refrigerator have any correlation to whether or not the machine has an ice dispenser? I have read a number of your responses about passing an ice cube through a warmer door leading to leaks which only makes sense.

I am partial to a refrigerator with an internal water dispenser and an ice maker but not a dispenser. I'm wondering if you have any data on reliability in those type of French door refrigerators.

Thank you

Reply to James Mccabe


Great question.....I don't sell enough refrigerators without dispensers to accurately measure.

You would think that design os more reliable...

Good question...

S
Reply to Steve Sheinkopf

Barbara Davis 6/20/2020, 8:17:19 PM

I'm looking to replace a Electrolux E42B575EPS, my insurance will replace with something that is comparable. Can you tell me which is the best in a side by side 42" x 84" x 25 3/8" deep and hopefully the stainless steel that is shiny to match the other appliances. This is in Alabama that I need it.

Thank You
Barbara Davis 850-420-7996

Reply to Barbara Davis

Steve Sheinkopf 6/22/2020, 5:26:39 PM

Barbara, We don't ship down to Alabama. But look at Sub-Zero or Jenn-Air.

S

Reply to Steve Sheinkopf

Hope Appel 7/7/2020, 1:55:47 PM

Your recommendations on counter depth French door refrigerators is sooo helpful!!! My Jennaire that I bought 13 years ago never needed any repairs until 4th of July when it wont cool anymore. I have an appliance man coming today and I'm keeping my fingers crossed it can be fixed!!! I love it and wish I had cleaned it more often!!

Reply to Hope Appel

Steve Sheinkopf 7/7/2020, 3:19:07 PM

Thank you

Reply to Steve Sheinkopf

mike case 7/21/2020, 10:34:15 PM

I'm in LA, CA. My compressor on my 17 yo Jenn Air counter french door went out. $700 quote to replace it but then what might go out next? I love it, First issue in the life of my Jenn air plus it matches my amazing range. I'm Looking at Samsung or LG french door with ice maker and filtered water dispenser inside the unit. I like solid front, 3 door. many comments about the freezer having issues with help would be appreciated. Great Site. Thanks.

Reply to mike case
Steve Sheinkopf  7/27/2020, 11:16:38 AM

You Jenn-Air has served you well. I think its time to part with the horse.

That said, your new refrigerator will be far more efficient and far more repair prone especially the icemaker.

I like Samsung and LG, but their lack of support could be an issue....then again, so are most brands

5

Reply to Steve Sheinkopf

Betty Wood  7/27/2020, 5:38:05 PM

Hello: You seem so helpful and objective - I thought I’d request a bit of help. We are in search of a double wall oven, updated counter depth refrigerator and possibly dishwasher. Our current cooktop a kitchenaid gas which performs well.

Currently have all Kitchenaid applicances (original from 2005) which have performed well. But need to add a double oven.

Must be stainless steel with good reliability. and attractive. (Not too general, right?!).

We feel at this age and stage we do not need super high end appliances (though we admire them at friends' homes).

Thanks very much for any help you can offer. Sadly, we live in Marin County, north of SF.
Simply put: What "suite" of appliances do you recommend

Reply to Betty Wood

Steve Sheinkopf  7/28/2020, 9:24:37 AM

That really depends, Betty.....Here are some brands to consider: KitchenAid, Bosch, and Samsung.

Look at the features and prices. Then you have the added problem of what is available.

5

Camille Yap-Sam  9/5/2020, 9:06:56 PM

Hello. I am a Whirlpool diehard. However, the last one damaged in the door and the entire door had to be replaced. Are all Whirlpool quality just not what it used to be?
Steve Sheinkopf    9/8/2020, 10:00:28 AM

Yes, but that damage happened in transit...not at the factory.

5

Reply to Steve Sheinkopf

M Cole    10/12/2020, 1:42:59 PM

Your blog is extremely informative. Are you aware of any French door models that have an external dispenser for water only, with an ice maker in the freezer? I'm understanding that an ice maker in a warmer fridge compartment is inherently prone to problems, but I find the internal water dispensers to be annoying and inconvenient.

Also, in your opinion/experience, do the models with an actual in-door icemaker as a space saving option offer any improvement on the "ice through a warmer fridge" design?

Reply to M Cole

Steve Sheinkopf    10/12/2020, 4:26:11 PM

M: I am not familiar with any just water dispensers...and no on actual improvement at least not recently.

5

Reply to Steve Sheinkopf

Kerri Charles    11/13/2020, 10:59:23 PM

Our GE French door has the water inside on side wall and ice maker in the freezer drawer in the bottom. It's my second one (2 homes) in ten years and no issues. Love it

Reply to Kerri Charles

M Cole    10/13/2020, 10:29:47 AM

And I just realized, I meant that the Samsung ices up on the evaporator coils around the fan, not the condenser. Apologies.

Reply to M Cole

Mary Roe    10/22/2020, 3:43:45 PM

https://blog.yaleappliance.com/most-reliable-counter-depth-french-door-refrigerators
I currently have a french door LG and it is a nightmare. Did my research, but bought it before anyone knew about the drain issue LG has and won't take care. We literally get a sheet of ice in the bottom of our freezer about an inch and a half thick. We have to chisel it out. We tried taking the back of the frig off and cleaning the hose etc. but that did not work. End result, we shut the water off. So we paid big bucks for a frig with a water/ice dispenser that we can't use because of poor design/engineering. What I want to know do other French door frigs with water/ice dispensers have the same problem from other manufacturers?

Reply to Mary Roe

Its our number 1 service call.......icemakers

Reply to Steve Sheinkopf

Excellent post, this one is really helpful. I have read some of your other articles on this website, and I really liked those. Thanks for sharing your thoughts.

Reply to Michael Kros

Tracy L 12/1/2020, 4:55:28 PM
Hi Steve, Thanks so much for the wealth of information! I'm wondering how your reliability numbers would be impacted if you excluded service calls for issues with external water/ice dispensers. I have determined they are not worth the hassle after 18 years of having one on my GE Profile Artica, and will never purchase a refrigerator with one ever again. Water still dispenses great; ice--not so much! I plan to purchase a counter depth french door refrigerator and have narrowed my selection to Cafe, Bosch and Samsung (service will not be an issue in my area). Would all three refrigerators have similar reliability if purchased without an external dispenser? I'm remodeling my kitchen and will also be purchasing a dishwasher, range and otr microwave. Given this, is there any advantage to one brand over the other? I love to cook and bake. Thank you so much!

Reply to Tracy L

Steve Sheinkopf 12/4/2020, 3:48:01 PM
Most of the high end brands only have water and look at Cafe and Bosch

is there a way for me to see past year's results? curious to see how the results have changed
Reply to Steve Sheinkopf

Tracy L  12/13/2020, 3:47:03 PM

Thanks again for your advice Steve. I took the plunge and ordered the Bosch B36CL805NS. It will be an adjustment coming from a side by side for so many years, and losing some freezer space. Unfortunately I live in California and could not purchase from your store, but I’m very appreciative of the information you share through your blog. Just curious, since this refrigerator is made by Bosch and not outsourced, what has the feedback been from customers on this product?

Reply to Tracy L

Steve Sheinkopf  12/15/2020, 10:08:39 AM

Tracey,

There hasn’t been much feedback. Its reliability statistically is about the same as the others.

S

Danna Schoenberg  3/19/2021, 5:27:06 PM

Aloha Tracy and Steve. I am in a similar situation. I would purchase from you in a heartbeat (but I am in Hawaii, so I will rely on my local salesperson who is very good and works for a good company). That said, I went on a local community group and feed back was don’t get the Bosch because it was repaired three times on average in almost as many years of ownership. I had a bottom freezer KitchenAid that needed repairs only twice in 18 years. The only thing I didn’t like and still don’t in any current model is the cheap drawer construction and layout. The crisper and the meat drawers break. So now I am torn. Bosch/Viking/KitchenAid. I can only afford counter depth. I would go for any of the built-in brands, but reliable refurbished open-box/ding are rare out here.

Steve Sheinkopf  3/22/2021, 7:18:37 AM

Aloha, I would look at our reliability stats. Bosch is brand new. Their old ones were only branded Bosch.

Other good units are LG, Samsung, and the Whirlpool brands.

S

Joe Ward  3/4/2021, 5:57:38 PM

is there a way for me to see past year’s results? curious to see how the results have changed
Hi Steve, thanks for putting your knowledge out there on your website, so much of it I haven't been able to find anywhere else - it's a great resource. I'm shopping for a new fridge and I'm noticing a lot of them have these new slim icemakers installed in the doors as opposed to the traditional box type that's mounted in the main space of the fridge. Are there any reliability differences between the two types? Water/ice dispensers in the doors are an important feature for me (I have kids who would otherwise have the fridge doors open half the time). Thank you, sir!

Reply to Joe Ward

Steve Sheinkopf 3/8/2021, 10:06:47 AM

Great question....with no easy answer. LG has a thin icemaker on the door and their reliability is about average.

It does add capacity, but reliability is neither bad or good.

$ 

Reply to Steve Sheinkopf

Justin Dyer 5/14/2021, 10:56:09 PM

Hi Steve, I have been looking at 36” width counter depth refrigerators without handles that extend from the door surface...so that narrows down the list substantially. I am looking at the Bosch B36CL80ENS and the new Samsung RF23A9671SR/AA. I know Samsung gets a bad rep, but from what I can tell the Samsung has their ice maker in a dedicated freezer area instead of putting it in the door of the refrigerated area. Given that, do you expect ice maker issues to be less common with that type of setup? I believe the Bosch is the same way.

Reply to Justin Dyer

Steve Sheinkopf 5/18/2021, 1:22:14 PM

John,

I look at percentages only. It's how we stay sane amidst all the service data.

That said, buy what's available. Also, expect little service and support from Samsung when there are issues.

$ 

Reply to Steve Sheinkopf

Iain Watson 8/7/2021, 10:48:34 PM

Steve,
Steve,

Your company was recommended to me from a neighbor in my condo building in Boston. My refrigerator of 16 years (GE Monogram® 36" Built-In Bottom-Freezer Refrigerator - ZICS360NRRH) expired last week and I am looking for a suitable replacement as it is counter depth and 36 inches wide. Although it is in a wooden custom frame, I don’t want to spend $8,000 for another 84-inch-high fridge. Do you recommend any similar products for $2000-3000? Thanks again for your detailed website and counter depth buying guide. I assume I should just come into your showroom and start looking at models. thanks.

Reply to Iain Watson

Steve Sheinkopf 8/12/2021, 5:02:03 PM

Ok....Thank you. ZICS360NRRH is an 84 inch tall refrigerator. You have plenty of choices in that 2,000-3,000 range, but they are all around 70-72 inches tall....

You would look at Bosch, LG, GE, Beko, and Samsung....alternative is to look in outlet, there are always floor models marked down.

Good Luck,

Steve

Reply to Steve Sheinkopf

Leave a Comment

First Name* Last Name*

Email*

Website

Comment*

Submit Comment

is there a way for me to see past year’s results? curious to see how the results have changed
Suggested Articles

How to Buy Appliances During a Supply Crisis
You have heard horror stories about appliances and other household products not being available for months on end....

Most Reliable Appliance Brands for 2021
At a Glance Appliance Categories How We Calculate Appliance Reliability The Most Reliable...

Most Reliable Counter Depth French Door Refrigerators for 2021
At a Glance How We Calculate French Door Counter-Depth Refrigerator Reliability Most Reliable French...

Brands
Bosch
Electrolux
Frigidaire
Jenn-Air
Maytag
Miele
Sub-Zero
Thermador
Whirlpool
Wolf

Kitchen
Refrigerators
Freezers
Cooktops
Ovens
Microwaves
Ranges
Ventilation
Dishwashers
Trash Compactors

Lighting
Chandeliers
Pendants
Ceiling Fans
Flush Mounts
Wall Sconce
Outdoor Lighting
Recessed Lighting
Lamps
Semi-Flushmount
Under Cabinet Lighting

Appliance Repairs
Refrigerators
Freezers
Cooktops
Ovens
Microwaves
Dishwashers

Hours and Directions  Careers  Terms of Use  Privacy Policy  Return Policy  Price Guarantee  Delivery Policy
© 2021 Yale Appliance