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Consumer reports dyson vacuum animal

Dyson stick vacuums have a stellar performance story in consumer reports' tough lab tests. In fact, for the past five years Dyson has dominated the top tier of our stick vac ratings. As a result, CR removed Dyson from our list of recommended stick vacuums earlier this year. To calculate the projected reliability, we survey our members about the problems they had with the products they own (not all models currently on the market may have been available at the time of our last survey), and then use that data to make predictions about how new models from a given brand will hold up over time. Specifically, we ask: Overall, how many times does this product break or stop working as well as it should? None of this means we stopped testing them. We recently put the vac brand's newest stick, the Dyson V11 Torque Drive, through a battery of tests in our vacuum lab. Like its signature mates - Dyson V6 Motorhead, V7 Motorhead, V8 Absolute and V10 Absolute - the Dyson V11 earns an overall score of very good and, in fact, notches the same ranking as the Dyson V8 Absolute, which we once praised as the best stick vacuum we've ever tested. The \$700 vacuum stick Dyson V11 is the most expensive model in our rankings. (The V10 also cost \$700 when we bought it, but now it sells for less.) For that amount, you can buy two vaccines that are highly rated in our rankings - the 1984 IonFlex 2X DuoClean Ultra-Light Wireless IF251, \$450, and the 1984 Bissell Air Ram, \$200 - and there's still money left over. When the Dyson V11 hit the market this spring, we brought it to our lab and put it through the same battery of tests we use for all stick vacuums. We appreciated how well he does his main job of brushing carpets and bare floors, getting into corners, keeping up with a spilled pet, and doing it all without awakening the child. Results? Stellar again. The Dyson V11 earns our highest rating in carpet cleaning tests, floors, edges and pet hair, and for clean emissions. And it's one of the quietest models in our rankings - improving over the V10. The Dyson V11 has the longest run time of all Dysons in our tests, at more than 43 minutes, which is only the time Bissell Air Ram is allocated below. But like many stick vaccines, it takes a full 4 hours to charge. At 6.6 pounds, that pound is heavier than the Dyson V8, but still lighter than many stick vacs from other brands. There are several drawbacks, says Susan Booth, who oversees our vacuum testing. Like other Dyson models, there's no brush on/off switch, and it's not self-standing, which means you have to hang it to charge and store it. After our performance tests, we looked at specific Dyson touts functions as an improvement on V11. We have developed V11 to solve problems models, said a Dyson CR. lcd screen spokesman at the top of the Dyson V11 handle indicates cleaning modes and other information. We asked a Dyson spokesman to look in detail at the new V11 features and it listed three problems they were designed to address. Problem No 1: Consumers complained that they couldn't tell how much time was left for a job as they vacuumed up. Solution: Dyson has added an LCD screen to the top of the V11 handle that displays the vacuum cleaner mode you are using (see photo above) and counts the remaining time before the battery dies. Does it work? So. Our testers particularly love the LCD screen and said that although the time displayed sometimes varied from our own calculations of battery life, it was pretty accurate. Problem No 2: Consumers said they don't know what to do if suction is affected when they vacuum. Solution: Alerts on the same LCD screen let users know when there is a problem with a filter or blockage in the machine. If a problem occurs, the digital image indicates where it is located. Does it work? Yes, our testers received an alert when the filter was free. Problem No 3: Consumers said their VAC stick didn't clean consistently when going from carpet to floor and back again. Solution: The auto mode function automatically adjusts suction without having to switch the switch, as in previous models (and most other vacuums). That's the biggest, said a Dyson spokesman. Does it work? Thus, in our tests, automatic mode changes the suction vacuum according to the type of floor. However, the problem of reliability of the Dyson vac stick remains. Based on our latest survey results, Consumer Reports estimates that about half of the dyson stick vacuums will develop problems or break down within five years, compared with about a quarter of the stick vacuums from Shark, the most reliable brand of stick vacuums, according to our members. When you make purchases, you'll have to weigh whether to pay hundreds of dollars more for a less reliable brand. Dyson models in our tests range in price from \$250 to \$700 for the V11 with older models at the lower end of this scale. By comparison, the shark stick vaccine at the top of our tests cost \$300 to \$450. And a handful of our recommended vacuums can be for \$200 or less. If you've still set your heart on Dyson and can volume the V11 LCD screen, you can get the same vacuum cleaner performance from dyson V8 Absolute. We purchased the V8 model, which we tested in 2016 for \$500, but recently saw it on sale for between \$280 and \$380 at Lowe's, Macy's and Walmart. At a discounted price, Dyson's reliability issues become less gambling. In our brand reliability survey, only Dyson and Electrolux get poor ratings for projected reliability, and that takes them out of the running on cr recommendation. we've found some solid alternatives in our tests, from brands with better ratings than Dyson. As a bonus, they tend to cost Less. Here, listed alphabetically, are the most popular alternatives from Bissell, Black + Decker, Dirt Devil and Shark. Editor's note: This article, originally published on May 6, 2019, was updated with how we calculate projected reliability and indicate the survey question used to create our reliability ratings. Consumer Reports removes all Dyson models from its list of recommended stick vacuums because consumers can't count on them until the last one. Survey data we published recently shows that dyson stick vacuums develop problems or break down at a greater rate than any other brand in our tests. Dyson V8 Absolute, which CR considered the best stick vacuum we ever tested in September 2016 after it justified our key lab tests, will reject the top slot in our rankings it has held ever since. Poor reliability ratings mean V8 models and four other V-series in price between \$300 and \$700 lose their recommended designation and fall to the middle of the pack, followed by two more models that weren't recommended. All seven Dyson stick vacuums we test now rate very well overall. To calculate projected reliability, we survey our members about the products they own and then use that data to make predictions about how new models from a given brand will hold up over time. Specifically, we ask: Overall, how many times does this vacuum break or stop working as well as it should? Based on the latest survey results, Consumer Reports estimates that about half of dyson stick vacuums will develop problems or break down within five years, compared with about a quarter of the stick vacuums from Shark, the most reliable brand for this type. For Dyson, statistics translate to a rating of 2 out of 10 for projected reliability, in a poor zone. The Dyson canister and vertical vacuum fare are better than its sticks for predictable reliability, with two Dyson models making the cut for our list of recommended vertical ones. Before publishing this article, we told Dyson that its stick vacuums were no longer eligible to be recommended. In a written statement provided by a spokesperson, the company took exception to our findings: Dyson goes to the brink to create machines that operate exclusively, are perfectly used, and last for a long time. Our rigorous testing, owner surveys and years of efficiency differ from the reliability forecasts made by Consumer Reports. We will never stop learning and working to do the right thing by our owners. Dyson accounts for 25 percent of the vacuum stick market, according to TraQline, a market research firm, and 43 percent stick in our survey, making it the most popular brand among our members. In fact, despite reliability issues, Dyson earns the highest CR rating to meet owners - Excellent. The only other stick Brand to appreciate Excellent for the owner's satisfaction is Shark, which also earns excellent for predictable reliability. The satisfaction rating of our owners is based on the percentage of owners who recommend your vacuum. The survey uses data on 51,275 vertical, canisters and stick vacuums that members bought between 2008 and 2018. This is the first time brand reliability and owner satisfaction is being factored into overall CR scores for vacuums, along with data collected during our extensive laboratory testing that covers everything from the model's ability to remove Man Coon's cat hair from the carpet for ease of use. Changing scoring raises some of the vacuums in our rankings, pushing others down. And models from brands that rate Fair or Poor for predicted reliability are not suitable for our recommended product lists, regardless of performance. That's what happened to Dyson's stick vacuums. That doesn't mean if you have a Dyson stick vacuum, you're guaranteed to have a problem with it, or even that it's a bad product,' says Maria Rerecic, CR's senior director of product testing. The message is that we believe consumers are more likely to have seamless experience with the product we recommend. Even though dyson stick vacs didn't have strong reliability ratings before this change in scoring, the decline in brand ratings is also due to when problems start to kick in. We expanded our survey to collect data on vacuums over five years of ownership to better understand long-term reliability. The reliability of dyson stick vacs is on par with most other vacuums during the first two years of ownership, says Simon Slater, manager of CR's Survey Research. But by the third year they are starting to fall below average, and by the fifth year they are the least reliable stick vacuum we are now testing. In addition to asking members if their vacuum broke or stopped working as it should, we asked them if he felt any among the list of specific problems. Dead battery is the most common problem with Dyson stick vacuums: Our members reported this problem with 19 percent of models that were at least 3 years old, which is typical of battery-powered stick vacuums. Thus, Dyson batteries are no worse than most other brands. The second biggest problem is that the brush has stopped working properly. Some 12 per cent of Dyson stick vacs who have been for at least 3 years have had problems with their brushes not working properly or are not working at all. This figure is much higher than the rate of most other vaccine sticks owned by our members. Some other reported problems include lack of suction, power switch problems, and a vacuum that has stopped working altogether. When we interview our members, we ask for their permission to contact to learn more about the products they own. We reached out to Ted Smithson of the Bluffs Council, Iowa, and he agreed to tell us more about the problems he had with his Dyson stick vacuum. Smithson bought the Dyson DC44 Animal stick vacuum about six years ago as a second for use for small pickup jobs. And while he's still working, he says he was disappointed with his performance. Performance: The agitator's brush stops spinning and doesn't recover until you pull the trigger . . . and then restart it again, he says. It also has a design complaint about the lack of a switch - you need to hold the trigger to operate the vacuum. It's hard to push and uncomfortable, he says. After a while, your hand begins to hurt. Smithson's problems with Dyson began after the warranty expires on his unit. I just live with it, he says. But I wouldn't buy another Dyson. We also invite our members to share their stories in the survey, and here's a sampling of comments divided into two groups: those who are likely to recommend their Dyson stick vac and those who are unlikely to recommend it. Most likely recommend very expensive, but does a better job of picking hair from our big dogs of whatever vacuum we've had. I liked it so much that I bought a second one for upstairs use. -Lawrence from Texas (2015 model year) It's a big little vacuum. If I didn't already have a few others, I'd buy one for each floor of the house as it's much easier to use than the other cord vacuums I'm lying in. —Richard from Virginia (2015 model year) is just outstanding for ease of use, and he takes away anything in his path. Does a great job on carpets, too. A lot of energy and I almost never use high power mode. The canister must be emptied constantly. -Walter from California (2016 model year) Is unlikely to recommend it was a big vacuum at first, but performance deteriorated rapidly. The battery never lasted long enough. Now a couple of years later it has stopped working completely. —Sean from Texas (2015 model year) I enjoy light weight and ease of use. But the current problems with exploitation after just 18 months of ownership, and the use of light, are very upsetting. -Susan from Manitoba (2016 model year) For money it feels cheap. lots of plastic creativity. The battery failed after only four months of use. now back ordered, so they sent me a new car. —John from Ontario (2018 model year) We conduct member surveys every year and we will continue to buy and test dyson stick vacuums as new models are introduced. Editor's note: This article has been updated to indicate the survey question used to create our reliability ratings and reflect changes in how Consumer Reports relates to its estimates of predictable reliability. We now use the term tariffs for problems rather than breakage rates to illustrate that our forecasts are based on product breach reports as well as any loss of functionality. The article was originally published on February 6, 2019, 2019.

