

# Appliance Buying Guide

A step-by-step guide to find the right products for your home project

**YALE**  
APPLIANCE





Appliances

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Appliances  
**Overview**



Sub-Zero Kitchen at Yale Appliance in Hanover

Congratulations for downloading this guide. You will learn style, design, and problems in buying appliances.

Don't worry; you will have a clearer idea of what to do after reading.





# How to Buy Appliances



If you're looking to save money on appliances, it's a good idea to wait for holidays when you can get discounts of at least 10-35%.

The best times to buy appliances are:

- Black Friday: Halloween through Christmas
- Presidents' Day: Most of February
- Memorial Day & July 4th: Now one big six-week holiday
- Labor Day: Late August through the middle of September

The supply chain issues are no longer with the exception of Sub-Zero and Wolf.

Expect bigger promotions and lower prices, especially during the holidays.





# How to Plan Your Kitchen Project



When [starting a kitchen project](#), it is common for contractors and cabinet shops to suggest prioritizing your appliances as they can significantly impact your kitchen's layout.

Starting with your sink is a practical approach since it is your kitchen's most frequently used appliance.

Afterward, consider where you want to place your cooking appliances, such as wall ovens, cooktops, or ranges, as they can significantly impact your kitchen's ventilation, plumbing, electrical, and overall flow.



**How to Design Your Dream Kitchen with Luxury Appliances**



# Making Your Kitchen Unique



Stainless steel is the most popular finish in the appliance industry. However, you can always choose colors, accents, and panel your appliances for a unique look.

Check out the five ways to make your kitchen stand out from your neighbors in our webinar below.



**How to Make Your Kitchen Unique**  
[Webinar]







# BRANDS

We discuss brands in the Premium, Affordable Luxury, and Commodity segments







Brands

# Premium

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**Brands:** Sub-Zero, Wolf, Thermador, True, Monogram, JennAir, Viking, Miele, BlueStar, Signature Kitchen Suite (SKS), Fisher & Paykel, and Liebherr.

**What to Expect:** Pro or integrated refrigerator, wall oven and cooktop or pro range, European dishwasher.

Best Luxury Appliances



Brands

# Affordable Luxury



**Brands:** Bosch, Bosch Benchmark, Café Appliances, JennAir, KitchenAid, GE Profile, Beko, LG, LG Studio, LG Signature, and Samsung.

**What to Expect:** Shallow depth refrigerator, slide-in cooking with enhanced burners, stainless interior dishwasher.

 **Best Affordable Luxury Appliances**



# Budget-Friendly Brands



**Brands:** Maytag, LG, GE, Samsung, Amana, Frigidaire, and Whirlpool.

**What to Expect:** Regular freestanding gas or electric range, over-the-range microwave, and a domestic dishwasher.







# WHAT TO KNOW

Appliance industry terms and topics to consider in your search





# Finishes



Many of the popular finishes like Black Stainless, Oil Rubbed Bronze, White Ice, Black Ice, Slate, and Mocha Brown have waned considerably over the years.

At Yale, 75% of BlueStar ranges are bought in a customized color.

A pop of color on a range like orange may look funky. A kitchen of all orange will become dated. So be careful.

Many brands like GE, Fisher & Paykel, and Viking will have some colors. La Cornue has several, and BlueStar will offer 1,000.



**5 Ways to Make Your Kitchen Unique With Kitchen Appliances**



What to Know

# Kitchen Packages



Choosing all your kitchen appliances from the same brand is a good idea if you like how each one looks.

This way, all the handles and designs will match.

Plus, many brands give special discounts when you buy a set of appliances together.



**Best Stainless-Steel Packages**





# Service



Undoubtedly, getting service is the hardest part after your purchase.

As part of your purchase, find the best service. If that brand does not offer service in your area, pick a different brand.



**Why Your Broken Appliance Won't Be Repaired**





What to Know

# Delivery

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Delivery methods for appliances vary greatly among retailers.

Some offer basic "curbside" delivery, unloading at the sidewalk, while others provide "in-house" options, including installation and removal.

Always compare delivery estimates before you buy any appliance.

Click the link below to download our delivery comparison sheet.



**Our Free Delivery Comparison Checklist**



**Delivery: Free, White Glove and In-House**





# Service Contracts



Appliances will need service within the first year 14.8% of the time.

After the first year, the likely hood you'll need service increases.

Do not buy a service contract from a company that does not have their own service department.

**Are Appliance  
Extended Warranties  
Worth It?**





# WHAT'S NEW

New technologies and products in the appliance world





What's New

# Refrigerator Technology



Brands have made some interesting claims of freshness between two compressors and evaporators, freshness bins, Blue Lights, ethylene gas filters to scrub fumes off spoiling foods, among others.

We tested them all in what we call Project Produce by placing identical fruit and vegetables in 5 refrigerators.

Click the link below to see the results.



**Project Produce: Which Refrigerator Brand Keeps Food Fresh the Longest?**



# Smart Appliances Are Getting Smarter



Photo Credit: Miele

Smart appliances have come a long way from simply setting the oven temperature or sending texts from your phone.

Today, you can download customized cycles and access a range of **additional features**. In some cases, you can even use your phone's camera to monitor your food as it cooks.

While we're not quite at the point of having Alexa cook our meals for us, the technology is constantly improving, and we can expect even more exciting developments in the future.

Smart Appliance  
Buying Guide





# New Dishwasher Features



Dishwashers have evolved to hold more dishes while being quieter and more efficient than ever.

Bosch's CrystalDry system, utilizing Zeolite volcanic elements, sets a new standard in drying.

Additionally, their PowerControl wash arm in the 800 Series and Benchmark dishwashers offers adjustable spray pressure in four zones for customized cleaning.

At the same time, Miele's dishwashers feature automatic detergent dispensers that ensure your dishes are always clean.

**Best Dishwashers**



What's New

# New Upscale Brands

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SKS offers pro ranges with gas, induction, and sous vide in 36 and 48 inches.

The new Monogram features 23,000 BTUs and Hestan Cue technology for step-by-step recipe guidance.



What's New  
**Steam Cooking**



Steam cooking is the healthiest method as it retains the nutrients in your food while adding moisture. Miele and Gaggenau have been marketing steam ovens for years, and now Thermador and Wolf offer steam ovens at lower prices.

Thermador introduced steam in their pro range in 2013, and Miele added a steam assist option to their range in 2015.

Thermador has a full steam wall oven, allowing you to cook an entire turkey.



Photo credit: Yasmine Goodman / Houzz



What's New

# Sous Vide

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Sous vide is a precise method of cooking using water immersion instead of direct heat. It's great for cooking in large batches or for consistent results every time you cook.

It's gaining popularity with Miele, Gaggenau, and SKS offering different ovens with sous vide capabilities.

A blue button with a white document icon on the left and the text 'What is Sous Vide Cooking? [VIDEO]' on the right.





What's New

# Automatic Detergent Dispensers

25



LG, Samsung, and GE allow you to load from 14.3 to 50 ounces of detergent.

The machine releases the right amount of detergent every time.

It's convenient to not load detergent every time, and you won't have service issues later from too much detergent eating away at the bearings of your washer.



What's New

# True Refrigeration



True offers commercial-grade refrigerators, freezers, beverage centers, and wine centers in a range of 11 colors and six hinge accents to fit any design aesthetic.

Their new high lacquered finishes have the same sleek look as a race car and add a touch of luxury to any kitchen.



**Should You Buy a True Refrigerator for Your Home?**





# LG WashTower with a Heat Pump Dryer



The LG WashTower with a ventless heat pump dryer is a game-changer for laundry rooms.

As the largest stacked washer and dryer, it offers a high-capacity solution for tackling large loads.

The ventless heat pump technology allows for flexibility in placement, as it doesn't require a vent to the outside, making it a versatile option for any home.



**Should You Buy the LG WashTower?**



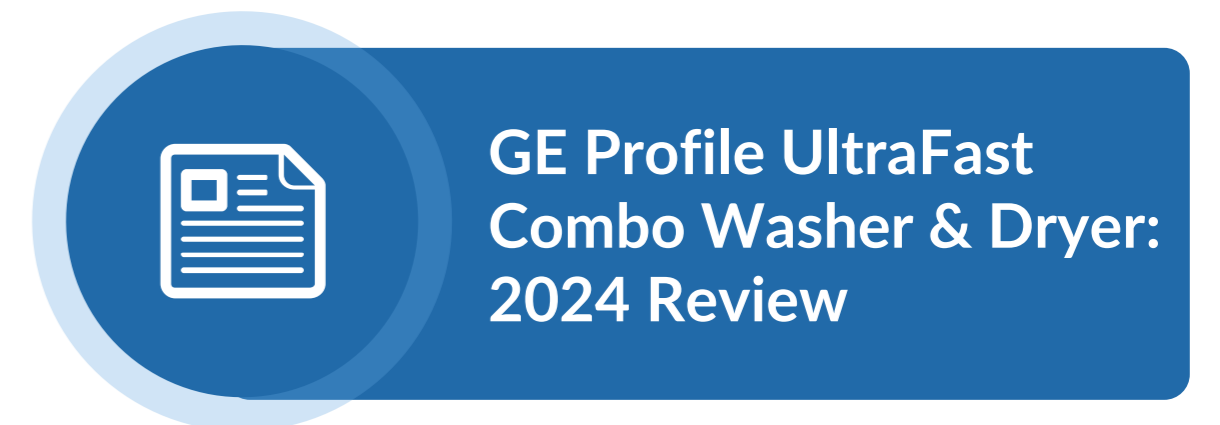
# GE Profile Combo Washer and Dryer



The GE Profile UltraFast combo washer and dryer addresses the typical high repair rate of combo units with an innovative double-sided filter.

It ensures efficient drying through a heat pump, compressor, and air exchanger.

The unit's Microban anti-mold surface coatings and a generous 4.8 cubic foot interior make it a top choice for laundry needs.





# Heat Pump Dryers



Heat pump dryers use compressors to move the existing air in the drum instead a heating element warming new air. They are 50% more efficient than a normal dryer but do take a longer time to dry.

Bosch, Miele, Beko, LG, GE, and Samsung market heat pumps in the US. However, you will see new exciting laundry with heat pump technology.



**Best Non-Venting  
Options for Full-Size  
Laundry**



What's New

# French Door & Side Swing Wall Ovens



French door and side swing wall ovens allow you easier access to your food. You don't have to lift a heavy turkey over the door.

Café Appliances and BlueStar offer the best French door wall ovens.

Gaggenau, Bosch, Thermador offer good side swing ovens.



**Best French Door &  
Side Swing Wall Ovens**



What's New

# Color-Changing Refrigerators



LG Studio's new MoodUp refrigerator and Samsung's Bespoke refrigerators offer a unique way to customize your fridge's appearance.

LG's MoodUp refrigerator features a sleek glass panel on the front that can display various images or custom designs. This allows users to personalize their refrigerator to match their decor or mood.

Meanwhile, Samsung's Bespoke refrigerators offer a customizable modular design that allows users to mix and match panels, colors, and finishes to create a unique look.





# 10 COMMON QUESTIONS

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Answers to commonly asked questions we hear from consumers





10 Common Questions

# Wall Oven & Cooktop vs. Range



Kitchen Appliances at Yale Appliance in Hanover

Wall ovens are more accessible, but ranges offer more centralized cooking in less space. With a wall oven, you also have more steam, speed, and other cooking options. This is the most important question in kitchen planning because it impacts so much.

**Free Wall Oven Buying Guide**



# Slide-In vs. Freestanding Ranges



Freestanding ranges have the controls on the back, blocking your back guard.

Slide-in and front control ranges are similar because you can see your backsplash. Slide-in ranges fit over the counter so there is no seam, for easier cleaning.

Front control ranges have the seam but are easier to install.



**What's the Difference Between Freestanding and Slide-In Ranges?**



10 Common Questions

# Top Load vs. Front Load Laundry



Photo credit: Samsung, Visbeen Architects via Houzz

Front load is larger, more efficient and is gentler on your clothes. Read the Yale Washer Buying Guide to understand all the differences between top and front load washers.

[Free Washer Buying Guide](#)



10 Common Questions

# Induction vs. Gas vs. Pro Gas vs. Electric



Induction



Gas



Pro Gas



Electric

Of the 4, induction is the best cooking surface for speed and simmer. If you are buying a pro gas unit for power, regular gas ranges now have high output burners as well.



10 Common Questions

# Updraft vs. Downdraft

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Photo credit: Knight Associates, Home Restoration Services via Houzz

Updraft is better for ventilation as smoke naturally rises. You also have way more capture area in a hood than a downdraft. Do NOT downdraft a pro range as it will not capture the smoke and heat.

 [Free Ventilation Buying Guide](#)



# Professional vs. Counter Depth Refrigeration



## Professional Refrigeration

Different styles of refrigerators with very different prices. Professional refrigeration is commercial-looking with the compressor on top.



## Regular + Counter Depth

The regular counter depth doesn't protrude from the cabinets and looks like a household refrigerator at a much cheaper price.



[Counter Depth Buying Guide](#)



# Integrated vs. Professional Refrigeration



## Integrated Refrigeration

Integrated Refrigeration is hidden and sits seamlessly with your cabinets.



## Professional Refrigeration

Different styles of refrigerators with very different prices. Professional refrigeration is commercial-looking with the compressor on top.



Counter Depth Buying Guide





# Will This Dishwasher Be Quiet?



Yes, depending on the dishwasher. Under 44 dB is considered quiet. Bosch and KitchenAid are the quietest at 37 dB. Beko and KitchenAid now offer 39 dB dishwashers under \$1000.

**Here's a tip:** Don't overpay for an extremely quiet dishwasher. Forty-four decibels is incredibly quiet. Extremely quiet dishwashers can cost \$1,000 more.



Best Dishwasher Brands



Quietest Dishwasher by Decibel Rating





# Can I Get My Appliance Fixed?



In most cases that answer is no. Yet, out of thousands of appliance dealers only 5% service what they sell.

You should always inquire about service before you buy any appliance.



**Why Doesn't Every Appliance Brand and Store Offer Service?**






# What Are the Most Reliable Appliance Brands?



Gaggenau, LG, GE Profile, GE, and Thermador are the most reliable appliance brands based on over 30,000 service calls logged by our service team.

Read the article below for more information.



**Most Reliable Appliance Brands**





# Appliances & Mistakes to Avoid

Guiding You Through the Don'ts of Home Appliances






Appliances & Mistakes to  
Avoid

# Over-the-Range Microwaves



I loved over-the-range microwaves when they were introduced in the 1990s.

However, they cannot effectively vent the higher BTU burners because the microwave does not cover them.



Are Over-the-Range  
Microwaves Going  
Out of Style?



Appliances & Mistakes to  
Avoid  
**Black Stainless**



This finish is an oxide coating. It is easily scratched, unrepairable, and not warranted by any major manufacturer.



Should You Buy  
Black Stainless-  
Steel Appliances?



Appliances & Mistakes to  
Avoid  
**Downdrafts**



Downdrafts do not capture much and have vent runs that are too long to be effective.

A downdraft should not be in new construction.



Can You Install a  
Downdraft Vent  
Behind a Range?



Appliances & Mistakes to  
Avoid

# Buying More Expensive Relabeled Brands



This KitchenAid, JennAir, Whirlpool, and Maytag refrigerator is the same.

However, the price will vary by \$1,500 for the same refrigerator.





# 30-Inch Dual Fuel Ranges



For faster cooking, choose an induction stove.

It provides a more responsive cooktop while maintaining the same features as a traditional electric oven.

Also, remember that a gas oven is typically better for roasting and broiling.



Best 30-Inch  
Induction Ranges



Appliances & Mistakes to  
Avoid  
**Pro-Style Ranges**



You might be tempted to buy a pro-style range such as Bertazzoni, Smeg, Forno or Fortuzzi.

However, these ranges may not have enough BTU output, broiler power or capacity.



Professional vs. Pro-Style Gas Ranges





# Not Adequately Planning Ventilation



Your stove will emit a toxic brew of compounds as part of the cooking process.

Your new energy-efficient windows will keep that brew in your house longer.

Ventilation needs to be planned properly. Read this guide next:

Ventilation Buying Guide



Appliances & Mistakes to  
Avoid

# Not Checking Reviews



No store or brand is perfect, but some are measurably better than others.

It is important to review the ratings and feedback of not only the appliance but also the delivery and repair services before making a purchase.







# BUYING STRATEGIES

How to choose products by product category





# Buying Premium



By size, dishwashers are all the same. Refrigerators fit within standard cabinets, typically 30", 33" and 36" width.

The biggest choice in premium appliances is between a cooktop and wall oven or a regular range. The cooking choices determine the layout of the kitchen. Placement of islands, lighting and cabinets depend on this decision.

The cooking appliance industry is very competitive with Wolf, Miele, Thermador, SKS, Monogram, and BlueStar vying for your business.

Sub-Zero dominates the refrigeration, although integrated products from Thermador have become popular. The best dishwashers are Bosch and Miele. Products can be paneled or integrated.





# Buying Affordable Luxury



Affordable Luxury is the most competitive segment, with many brands manufacturing good-looking, functional appliances.

Among others, Café Appliances, GE Profile, LG Studio, LG Signature, Bosch, Beko, and Samsung have great products in this category. Convection cooking, slide-in ranges and over-the-range microwaves are hallmarks of this segment.

You may want to consider LG, Beko, and GE with some interesting styling, decent refrigerators, and overall better pricing.

Look for rebate programs to influence your choices and always try to buy around the holidays like Black Friday, Labor Day, Presidents' Day, and Memorial Day.





# Buying Commodity



Look at overall value. GE Appliances, Whirlpool, and LG have decent products at low prices.



# 10 Questions to Ask Your Appliance Salesperson

1. Should I Buy a Gas or Dual Fuel Range?
2. Should I Buy Induction or Professional Gas, and If I Buy Induction, What Are the Pitfalls?
3. Should I Buy a Downdraft for My New Kitchen?
4. What Is Make-Up Air and Why Is It important?
5. What CFM Do I Need for My Kitchen?
6. What Do You Think About Black Stainless Appliances?
7. How Quiet Should My Dishwasher Be?
8. What Are the Differences Between Front Load, Top Load, and Hybrid Top Load Washers?
9. What Are the Benefits of Twin Evaporator Refrigerators?
10. Where Can I Find Service for My Appliances?

## Questions to Ask Your Salesperson



Buying a kitchen appliance will require getting the right advice and constant communication between your builder, architect, and designer.

Click the link below to see if your appliance salesperson is up to the task.



**10 Questions to Ask Your Appliance Salesperson**





# Buying Appliances: Final Thoughts



Check reviews on everything and check everything, not just appliance prices, but delivery, install, and especially service competence.

Good luck, and we hope you found this guide valuable.

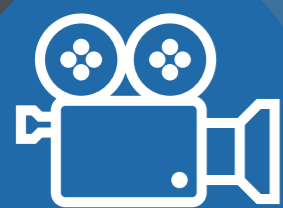
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Video and Podcast Series

# APPLIANCE 101

Check out our **video and podcast series** to gain insight into the best brands, new trends, and emerging technology that will help you achieve the renovation of your dreams.



Click here for our  
**Appliance 101**  
Video Series



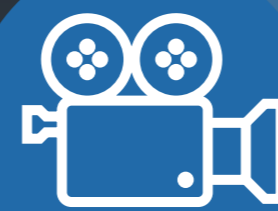
Listen on  
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# Yale Appliance Webinars

Want to know how to start your kitchen? How about learning from others' mistakes or about appliances you shouldn't buy. Check out a Yale Webinar for deep dives on appliances, design, mistakes, and more. Over 100,000 people have watched a Yale Webinar.



Check out the Yale  
Appliance Webinar  
Channel



# How to Protect Yourself



You may think appliances will be an easy purchase. Unfortunately with delivery, installation, damage, and the increasing amount of service, it can be a stressful ordeal.

Read the articles below to protect yourself and make the best buying decisions.

Remember, you have the most leverage before you buy anything.



**5 Major Problems Hurting Appliance Retailers and What This Means for You**



**Why Doesn't Every Appliance Brand Offer Service?**



**10 Kitchen Appliance and Lighting Mistakes**



Buying Strategies

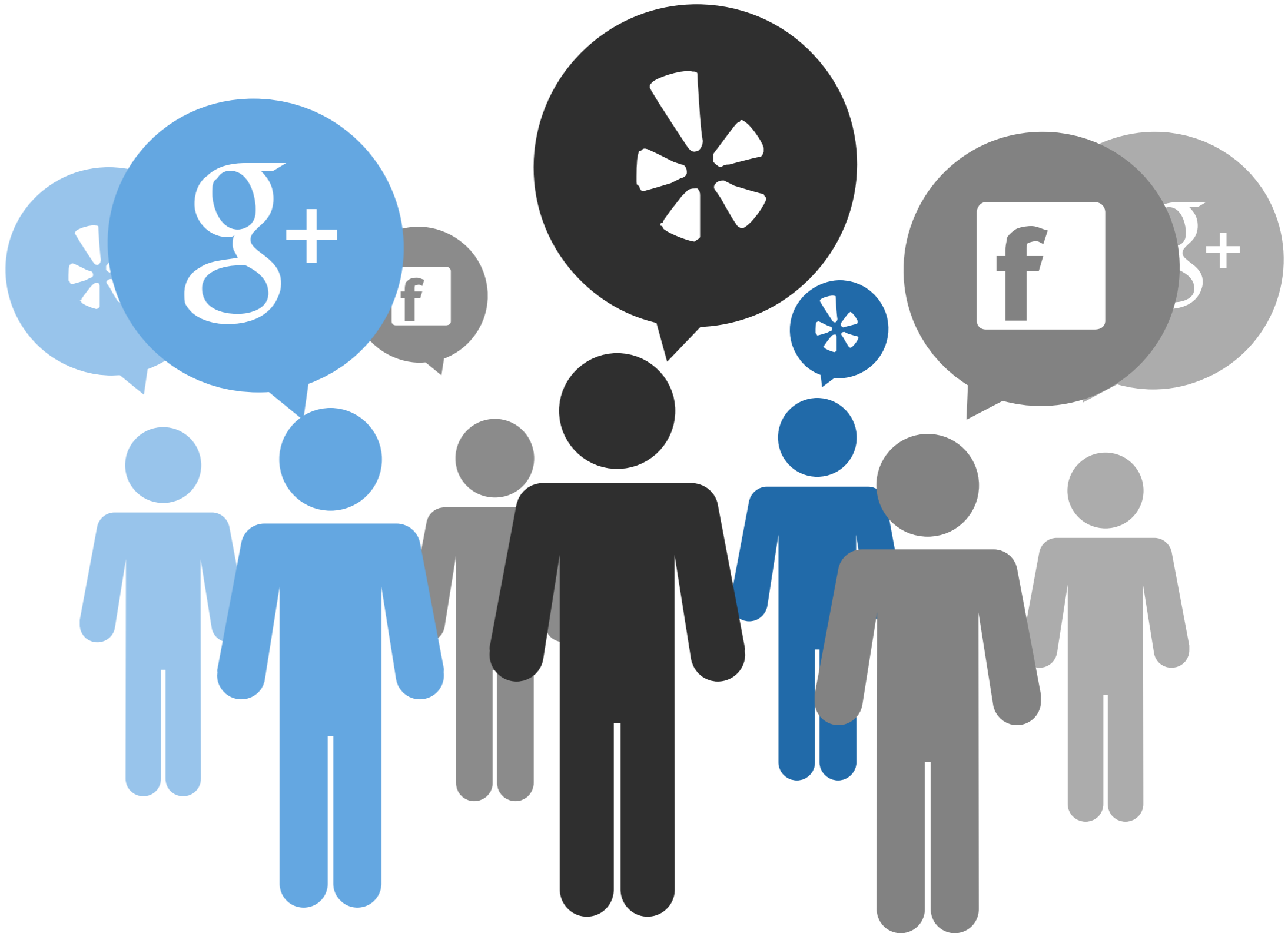
# Wisdom of Crowds



## Buy where you're comfortable

There are tons of stores and products, but a limited number of consumers. Check review sites like Yelp, CitySearch, Google and the Better Business Bureau before you purchase.

Remember, any store can sell an appliance; the biggest issues are shipping and service.





Exclusive Offer

# Appliance Delivery Checklist



Our free checklist will help you avoid a delivery nightmare. At the end, you will know what to ask from your local, national, or box store appliance dealer.

Delivery is one of the biggest causes for your dissatisfaction. You need to be prepared.

In the Delivery Checklist you'll learn:

- How to choose a dealer with a first class delivery experience
- Which questions to ask to spot a quality delivery team
- The importance of online reviews to help your appliance search



Get the Free Appliance Delivery Checklist



# SAVE MORE WITH THE ALL-NEW YALE CARD

- ✓ 0% Financing for 12 months
- ✓ Up to \$300 off Custom Installation
- ✓ 10% Off Outlet Products
- ✓ 10% Off In-Stock Yale Essentials
- ✓ Early Admission to Warehouse Clearances



The Yale Card gives you exclusive benefits like 0% financing, custom installation discounts, 10% off Yale Outlet, and much more

[CLICK FOR DETAILS & APPLICATION](#)





# WANT TO LEARN MORE?

Want more tips, tricks, reliability statistics, and information about kitchen appliances sent directly to your inbox? Sign up below. We do not sell your email to anyone for any reason – ever. We don't spam or promote. Over 100,000 people have found value in Yale Appliance emails.

[SEND ME THE UPDATES](#)





# ABOUT US

Proud to be family owned and operated since 1923.

Photo credit: Eastbank Contractor Appliances / Houzz



Appliances  
**About Us**  
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Yale has been based in Boston for over 90 years and operates three showrooms; in Boston, Framingham, and Hanover. We operate the largest independent service and repair department in New England with 60 people and 35 service technicians. Our sales staff has an average of 7 years experience, and our staff chef can help you learn to use your new appliances.



# VISIT OUR STORES

Now you can schedule a free, private showroom visit to go over the needs of your project. Choose a time that works for your schedule to visit our Boston, Framingham, or Hanover, MA showrooms.

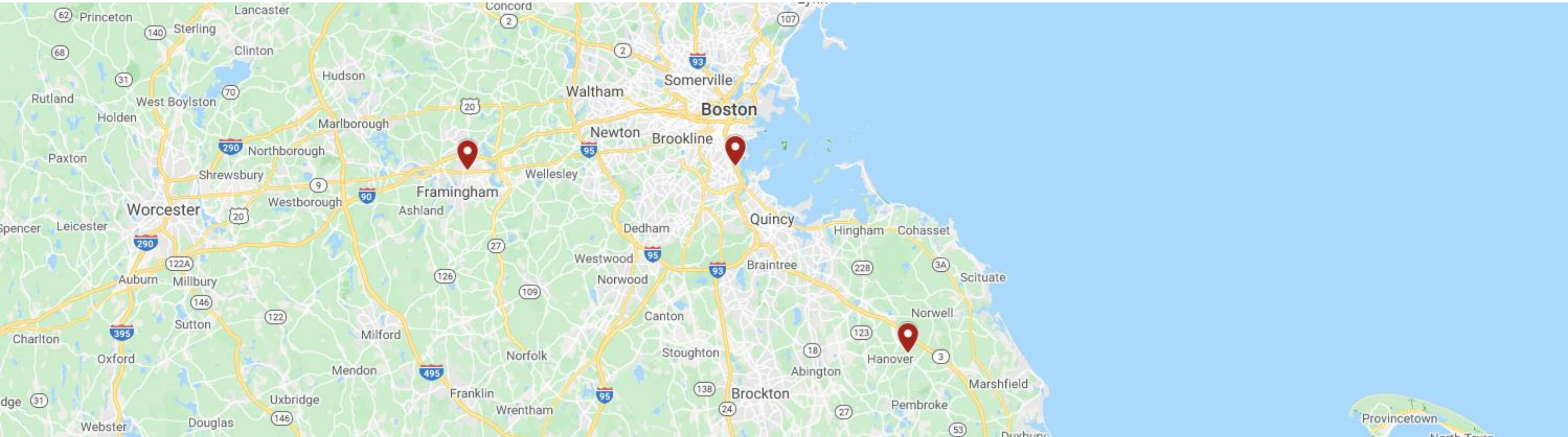


[Schedule a Showroom Appointment](#)

YALE



# Appliances Contact Us



## Showrooms



Boston  
296 Freeport St



Hanover  
548 Washington St



Framingham  
215 Worcester Rd

## Contact Us

617-825-9253

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[yaleappliance.com](http://yaleappliance.com)

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