

Viessmann receives Which? Best Buy for its gas boilers brand by Which? the consumer association

Telford, UK – Viessmann gas boilers have today (September 2017) been recognised as a Which? Best Buy by the UK’s largest consumer organisation, Which?. As one of only two gas boiler manufacturers to be recommended in this way, Viessmann was said to be “the most reliable according to the Which? survey this year. Well-liked by its owners and respected by the professionals, too.”

This glowing assessment is the result of a survey conducted earlier this year which questioned 9,610 boiler owners and 219 Which? Trusted Traders heating engineers throughout the UK. The survey sought the views and experiences of consumers who actually own the boilers and obtained from engineers an in-depth picture of ease of servicing, fixing a common fault, availability of parts and spares, build quality and recommendations.

Viessmann’s overall brand score – based on reliability, customers’ scores, and engineers’ views – is 84%, bettered by only one of the 11 brands surveyed.

The latest issue of Which? reports: “Viessmann has been on the cusp of being a Best Buy boiler brand for the past few years, and 2017 sees it deservedly crack it. Its reliability score is the best of any brand” and “Two-thirds of owners would definitely recommend their Viessmann boiler to a friend. Engineers are positive about Viessmann too.”

The survey found “there is a huge difference in reliability, customer satisfaction and what engineers make of the best and worst boiler brands.” It concluded that buying a boiler on price alone is likely to be a false economy because customers could

save £233 over six years by opting for the most reliable brand over the least.

Which? advises: "The top three boiler brands in our survey do tend to cost a few hundred pounds more than the least reliable ones. We do think the extra cost is worth it though - particularly when you consider that the cost of a boiler tends to be only a small part of the overall installation cost."

Graham Russell, Viessmann managing director, commented: "We're proud to have received this recognition of our Vitodens boilers' high standards. Becoming one of only two gas boiler brands recommended by Which? will go a long way towards engendering trust with consumers who may not yet be familiar with the Viessmann name. We hope this will also encourage more engineers who haven't yet worked with Viessmann's products to give them a try."

About Viessmann Ltd.

Viessmann Limited is part of the Viessmann Group of companies, which is one of the leading international manufacturers of heating systems, industrial systems and refrigeration systems. Founded in 1917, Viessmann remains a family-owned business and has over 12,000 employees across the world.

Viessmann has 23 production divisions in 12 countries, subsidiaries and representations in 74 countries and 120 sales offices around the world. The company's commitment to the highest standards of manufacturing has led to its systems being awarded a multitude of awards over the course of its history.

Viessmann's comprehensive product range of domestic and commercial heating systems has an output range of 1.5 to 120,000 kW. It offers oil and gas-fired boilers, solar thermal and photovoltaics, combined heat and power modules (CHP), ground, air and water sourced heat pumps, biomass boilers and fuel cell heating systems.

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