

2026 JAN-SEP BROWARD COUNTY APPLIANCE REPAIR INTELLIGENCE REPORT™

What Makes an Appliance Worth Repairing?

Analysis of 474 Broward County appliance service records shows how the failed component - not just the appliance - can shape repair-versus-replacement decisions.

474	105	26	65.4%
Broward County service records reviewed	Documented completed repairs	Documented appliance replacement decisions	Replacement decisions involving washers or refrigerators

Published by The Appliance Experts™
Repair Intelligence. Real Results.™

Executive Summary

When an appliance stops working, homeowners often begin with the same question: **Is it worth repairing - or should I replace it?**

An analysis of **474 appliance service records created across Broward County from January 1 through September 30, 2026** suggests that the answer often depends on something more specific than the type of appliance. It depends on **what actually failed**.

The Appliance Experts reviewed technician diagnoses, documented repairs, service outcomes and appliance-replacement decisions from service events across 24 Broward County municipalities.

Component-level problems involving parts such as water valves, thermostats, heating elements, drain pumps, switches, belts and fans frequently appeared in records where repair or corrective service remained practical. Replacement decisions were more concentrated around major mechanical failures, compressor and cooling-system problems, unavailable critical electronics, extensive damage and situations where repair economics became unfavorable.

- **474** Broward County service records reviewed
- **105** records documented completed repairs
- **36** of those completed repairs included explicit successful post-service evidence
- **38** additional records documented corrective service or installation work
- **26** records included a documented appliance-replacement decision
- **17 of 26** replacement decisions involved either a washer or refrigerator
- **16** replacement decisions occurred during Q3
- **8 of 16** Q3 replacement decisions involved washing machines
- **6 of those 8** involved major bearing/transmission-related mechanical problems

The appliance tells you where the problem occurred. The failed component - and the economics surrounding it - often tells you whether repair makes sense.

The Dataset

The analysis covers appliance service records created between **January 1 and September 30, 2026**. The final normalized dataset contains **474 Broward County service records** spanning 24 municipalities.

Municipality	Service Records
Fort Lauderdale	117
Coral Springs	84
Pompano Beach	50
Margate	46
Parkland	32
Coconut Creek	30

Municipality	Service Records
Tamarac	19
Sunrise	11
Hollywood	10

These records should not be interpreted as population-level appliance failure rates within each city. They represent the geographic distribution of service records contained in the dataset.

How the Records Were Classified

Each service record was evaluated using available technician notes, diagnosis, documented repair actions and outcome information. Records were classified into mutually exclusive outcome categories.

- Verified successful repair or resolution
- Completed repair without an explicit post-repair operational test
- Corrective service or installation
- Diagnosis documented but repair not documented
- Appliance-replacement decision
- No mechanical failure or user-error outcome
- Mixed multi-appliance outcome
- Canceled service
- Insufficient or administrative evidence

Diagnosis was not treated as proof of repair. A technician identifying a component does not establish that it was subsequently installed. Payment alone was also not considered proof that an appliance was successfully repaired.

When the record is ambiguous, it doesn't count toward the statistic.

What Happened Across 474 Service Records?

Documented Outcome	Records
Diagnosis documented; repair not documented	122
Insufficient / administrative evidence	113
Completed repair; no explicit post-repair test documented	69
Canceled	45
Corrective service / installation	38
Verified successful repair / resolution	36
Appliance replacement decision	26
No mechanical failure / user error	13

Documented Outcome	Records
Mixed multi-appliance outcome	12
TOTAL	474

There were **105 documented completed repairs**: 36 verified successful repairs/resolutions plus 69 completed repairs where installation or repair was documented but an explicit post-repair operational outcome was not recorded. Another 38 records documented corrective service or installation work.

Repair vs. Replace: What the Records Show

Only **26 of the 474 service records** were classified as containing a documented appliance-replacement decision. This does not mean only 26 appliances ultimately were replaced; it means those are the records where replacement was documented as a recommendation, customer decision or outcome.

Appliance	Replacement Decisions
Washer	9
Refrigerator	8
Microwave	3
Dryer	2
Dishwasher	1
Oven	1
Stove	1
Appliance not identifiable	1
TOTAL	26

Washers and refrigerators together accounted for **17 of 26 documented replacement decisions - 65.4%**. But the underlying reasons were not necessarily the same.

Refrigerators: Major Cooling Problems Changed the Equation

Four H1 refrigerator records included a replacement decision. **Three of those four involved compressor failure.** Other refrigerator records documented component-level problems involving fans, water valves, ice-system components, sensors, gaskets and other replaceable parts.

One H1 refrigerator case also illustrates how the decision can evolve: after additional diagnosis and a sensor installation, the refrigerator still failed; a control-board problem was then identified and the customer ultimately elected to purchase another refrigerator.

Q3: Major Washer Failures Became a Replacement Story

Q3 contained **16 documented appliance-replacement decisions**. Exactly half involved washing machines: **8 of 16 - 50%**. More importantly, **6 of those 8 washer replacement decisions involved major bearing/transmission-related mechanical problems**. The remaining two involved electronic/control problems.

Half of the documented appliance-replacement decisions contained in The Appliance Experts' Q3 Broward service records involved washing machines.

This does not mean half of broken washing machines should be replaced. Suspension rods, drain pumps, water valves, switches and other washer components can represent very different repair situations.

A Failed Component Does Not Automatically Determine the Outcome

Even component names need context. One H1 service event documented a dryer bearing and belt repair followed by confirmation that the dryer was no longer squeaking. The same event included a washer fill-valve repair with documented cold-water operation afterward.

Electronic controls also occupy a middle ground: some were repaired at component level, while other cases became replacement decisions when critical electronics were unavailable, uneconomical or accompanied by additional problems.

What failed, what will it take to correct it, are the required parts available, and does the resulting repair make economic sense for this particular appliance?

The Repairable Side of the Dataset

Component-level problems appearing in documented repairs or corrective-service outcomes included:

- Water and fill valves
- Heating elements
- Thermostats and thermal components
- Drain pumps
- Belts
- Suspension components
- Door and lid switches
- Latches
- Ignition components
- Burners
- Gaskets and seals
- Fans
- Ice-system components
- Selected motors
- Selected electronic controls

This does not mean every failure involving these components should be repaired. It shows that these diagnoses frequently remain within the realm of component-level service rather than automatically requiring replacement of the entire appliance.

The Replacement-Pressure Side

- **Major washer mechanical failure:** bearing and transmission-related failures were especially prominent among Q3 washer replacement decisions.
- **Compressor or major refrigeration-system problems:** compressor failures played a significant role in H1 refrigerator replacement decisions.
- **Critical electronics that were unavailable:** an otherwise repairable appliance can become impractical when a required control is no longer available.
- **Extensive damage:** economics can change when damage extends across multiple systems.
- **Multiple major failures:** repair economics can change when diagnosis reveals more than one significant problem.

The common factor is not necessarily appliance age or category alone. It is the **scope and economics of the failure**.

Four Questions Before Replacing an Appliance

1. What actually failed?

"Washer not working" is a symptom. "Failed water valve" or "major bearing/transmission problem" is a diagnosis. Those can lead to very different decisions.

2. Is the required part available?

A technically repairable appliance may become impractical to repair when a critical component is discontinued or unavailable.

3. How extensive is the damage?

One replaceable component is different from multiple major systems being affected.

4. Do the repair economics make sense for this appliance?

The same repair cost can make sense on one appliance and not another depending on condition, configuration, replacement cost and other known problems.

Repair-versus-replacement decisions should follow diagnosis - not precede it.

Why Diagnosis and Repair Are Tracked Separately

A service record can document: **Symptom** → **Diagnosis** → **Required Part** → **Repair** → **Post-Repair Test** → **Final Outcome**. Not every record contains every stage.

A technician may identify the required part but the documentation may stop before installation. That is valuable diagnostic information, but it is not evidence of a completed repair. Separating these stages prevents incomplete records from artificially increasing repair-success statistics.

Better Documentation Produces Better Repair Intelligence

Across the first six months, **17 records** met the highest evidence standard for a verified successful repair or resolution. During Q3 alone, **19 records** met that standard.

This does not establish that repairs became more successful during Q3. It indicates that more Q3 records contained explicit documentation of the post-service operational outcome required for the highest-confidence classification.

- Works properly
- Is heating
- Is cooling
- Is draining
- Is spinning
- Is no longer leaking
- Is no longer making the reported noise
- Successfully passed a post-repair operational test

What This Data Does NOT Tell Us

This report is an observational analysis of The Appliance Experts' service records. It should not be interpreted as:

- A failure rate for all appliances in Broward County
- A representative survey of every Broward County household
- Proof that one appliance brand is more reliable than another
- Proof that a particular failure always requires repair or replacement
- A prediction that an individual appliance will fail
- A universal repair-versus-replacement formula

The findings describe patterns within the analyzed dataset. They do not establish population-wide appliance reliability rates.

Methodology

The Appliance Experts analyzed **474 Broward County appliance service records created from January 1 through September 30, 2026**. Records were normalized geographically and reviewed using available technician notes, diagnoses, repair actions and documented outcomes.

Service-management status alone was not used to determine whether repair occurred. Classification relied on the substantive documentation contained in the service record.

A diagnosis or recommended part was not classified as a completed repair unless repair or installation was documented. A completed repair was not classified as verified successful unless affirmative post-service evidence of successful operation or resolution was documented.

Replacement decisions were counted only when replacement was documented as a recommendation, customer decision or service outcome. Ambiguous records were retained but not forced into repair, successful-repair or replacement categories. Component and failure-family observations may overlap in multi-appliance or multi-component events.

Key Findings at a Glance

- **474** - Broward County service records reviewed

- **105** - Documented completed repairs
- **36** - Completed repairs/resolutions with explicit successful post-service evidence
- **38** - Additional corrective-service or installation records
- **26** - Documented appliance-replacement decisions
- **17 of 26** - Replacement decisions involving washers or refrigerators
- **16** - Documented replacement decisions during Q3
- **8 of 16** - Q3 replacement decisions involving washers
- **6 of 8** - Q3 washer replacement decisions involving major bearing/transmission-related problems
- **3 of 4** - H1 refrigerator replacement decisions involving compressor failure

What Homeowners Should Take Away

An appliance that stops working is not automatically an appliance that needs replacing. And an appliance that can technically be repaired is not automatically an appliance that should be repaired. **The diagnosis comes first.**

Understanding the failed component, parts availability, extent of damage and overall repair economics provides the information needed to make a more informed decision.

Repair or replace isn't really the first question.

The first question is: What actually failed?

About Repair Intelligence™

Repair Intelligence™ is an ongoing data initiative from **The Appliance Experts™** built from documented appliance service events. Individual service events are preserved through Verified Repair Reports™, while aggregated service data is analyzed to identify recurring failure patterns, component diagnoses, repair outcomes and repair-versus-replacement decisions.

The objective: Turn real appliance-service documentation into useful information for homeowners, property managers and the appliance-service industry.

The Appliance Experts™

Repair Intelligence. Real Results.™