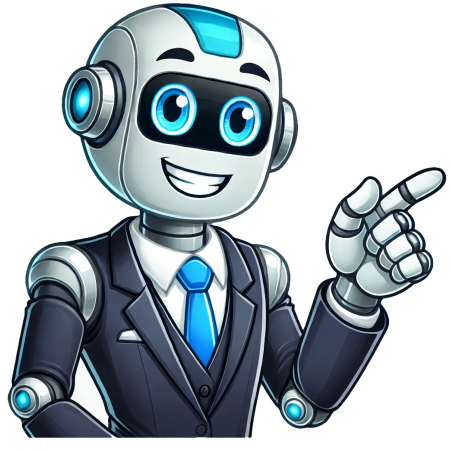


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Everything comes out more dirty Waste of time Had one in a holiday home and it was just as s*it Havent contacted them yet - thats my next job so will take this back if they helpMe out Date of experience: 21 May 2025Washing machine broken,came to fix,wrong part,had to reorder,waited in total 6 weeks for the revisit,only to be told by engineer that they had to take parts of an old motor to get my machine fixed.Prima see a washing machine as "non essential",hence why no action to replace.Customer service as useful as a chocolate teapot.Waiting for it to break down again, before they replace.Date of experience: 03 April 2025Awwful experience. Had a dishwasher fitted with one year warranty. Faulty after 11 months. Multiple call outs with months of no resolution and faulty product. After care team hard to reach and resolve issue. 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Meet your Ambassadors All Categories350.2K Banking & Borrowing252.8K Reduce Debt & Boost Income453.2K Spending & Discounts243.2K Work, Benefits & Business597.6K Mortgages, Homes & Bills176.5K Life & Family256.2K Travel & Transport1.5M Hobbies & Leisure16.1K Discuss & Feedback37.6K Read-Only Boards Oham!really 17/06/2022 09:28 I've just gone into a massive rabbit hole looking for reviews and can't find any that convince me.I'm trying to lose weight, cutting down on carbs etc but could do with a boost. Back to table Is Prima an ethical and sustainable fridge-freezer brand? Launched in 1899, Prima is an above-benchmark brand within The Good Shopping Guides Ethical Fridges and Freezers sector. Because Prima already has a top score, it is eligible for Ethical Accreditation. All Prima needs to do is get in touch with us and apply. 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User Rating:5/5 Prima is merely another own label brand name along the same lines as Caple, Lamona and others that is used by its owner, PJ Hopkinson (PJH), to be that little bit different. There is little history of the brand to be found but it has been around for a number of years and PJH are a large kitchen supplier to the trade that has been around not long time. Or, if you were cynical, you could assume that the brand name was used to avoid customers being able to price compare products in kitchen showrooms. Prima however, like the others mentioned, does not actually make any appliances at all themselves, it simply buys in the appliances that it requires labelled as Prima. The Prima appliance range has been made by any number of manufacturers over the years including Sital, Electrolux, Whirlpool, Midea, Haier, Cata and others that you can learn more on each in this, the manufacturer section. Prima specialises in built in and integrated products to fit with the PJH supplied kitchens. Prima Market Position There is little information on the pricing of Prima appliances available however we would expect them to be pitched at the lower end of the mid market in terms of pricing even if that actual products don't necessarily deserve to be in that segment. That said there are also products from Prima made by some that would actually cost you more under the more "premium" brand, even although it is exactly the same appliance. So, it can be a bit hit and miss in terms of value for money. The crux being that, if you know what you are looking at then you can pick up a good deal or, equally, you could get exactly the opposite. All the Prima appliances now appear to be supplied with a two year parts and labour warranty. Prima Service On Prima would appear to be administered by repaircare who will distribute service calls to independent service engineers across the UK. Service should be good given the system used. Of course most of the engineers found in our engineer search will also happily repair Prima appliances when they are out of warranty and, often, at a much lower cost as you are cutting out the middle man. Prima Spare Parts Given that spares are easily found with the largest appliance trade spare parts distributor in the UK, spare parts are not an issue and we can easily locate and get almost all Prima spare parts very quickly. However, they are often not cheap. What we do very often is cross reference the Prima spares to other manufacturers who offer exactly the same spare parts but at a lower cost. Doing so can save a considerable amount of money on spare parts but it can also take some time and requires the knowledge and experience to do so. IMPORTANT: As Prima uses different suppliers for their appliances we must have the model number in order to help you To ask us to help you to locate a Prima spare part or a cheaper alternative where available please get in touch with us by email on This email address is being protected from spambots. You need JavaScript enabled to view it. as using email allows us to send pictures, drawings and links to you as well as affording us the time required to locate the Prima spares that you need. Please do not use the comments below to ask for technical help or advice on any Prima appliance as the engineers will not see the request. Please use the forums where much more help will be available. * We independently evaluate all recommended products and services. If you click on links we provide, we may receive compensation. Products of the Prima range from 4.15 to 13.79, so your total expense can vary depending on the products chosen, which allows you to choose products according to your budget. Prima provides their products for a reasonable price, which means the products cost around 9.3 on average. They are affordable options to make your shopping much easier.Prima offers a variety of products, there are 306 products available, 7 of which were analyzed in detail and recommended to customers. If you find yourself hesitating about a purchase, check out our thorough Prima review to see what the best picks are. Choosing a home appliance brand that's less likely to fail is one of the best ways to make your money go further.In our unique survey*, we asked more than 10,200 people to tell us about the dishwasher, washing machine, tumble dryer, vacuum cleaner, fridge or freezer they own, and any problems they've experienced with it.We cross-analysed the results of more than 33,000 appliances with our testing data for more than 1,000 products to find the best large appliance brands.As we often discover, spending more on a brand doesn't always guarantee a fault-free appliance. Read on to find out more.Make your home work better for you. Sign up for our Home newsletter it's free monthlyWhich brands make the most reliable appliances?Key informationGet the full story with a Which? membershipAll our brands guide offer free advice on common appliance faults and how to fix them, but to discover the most and least reliable brands, you'll need to log inorJoin Which?. That way, you'll have full access to our results tables, which reveal each brand's reliability star rating and fault rate, plus a customer score showing how happy owners are with their appliance and how likely they would be to recommend the brand to a friend.You want a brand that marries good performance from day one with longevity. A Which? membership also grants you instant access to all our individual model reviews after all, even the best brands can occasionally produce a dud.Discover 14 brilliant benefits of a Which? membership, from personalised advice to Great Value and Eco Buy recommendations.Cordex vacuum cleanersVacuum cleaners from one of the most reliable brands developed faults in only 8% of cases in the first seven years of ownership. For another brand, that figure was 37%.Find outwhich vacuum cleaner brand is the most reliableCordless vacuum cleanersOnly one brand earned five out of five stars for reliability. Another brand's reliability was so poor that its cordless vacuum cleaners can no longer earn our Eco Buy recommendation. That's because you'll likely need to replace it sooner than expected, at a cost to you and to the planet.Find outwhich cordless vacuum cleaner brand is the most reliableDishwashersMost owners of dishwashers from one brand (89%) said they would happily go with the same brand again, if they needed to replace their dishwasher tomorrow. For another brand, that figure drops to just one in three.Find outwhich dishwasher brand is the most reliableFridgesSome brands earn four or five stars for reliability, but not all of them make models that earn our Best Buy endorsement or have high test scores on average. You want a brand that marries good performance from day one with longevity.Find outwhich fridge brand is the most reliableFreezersOne famous freezer brand is reliable, with very few (2%) of its products developing faults. But it's also one of the most expensive freezer brands, and its models aren't always among the best in our tests. While reliability matters, a freezer needs to excel at its key task. Find outwhich freezer brand is the most reliableFridge freezersAverage prices for the fridge freezers we've tested range from less than 300 for one brand to more than 1,200 for another. Do the more expensive brands go the distance and represent value for money?Find outwhich fridge freezer brand is the most reliableWashing machinesWe found that 65% of washing machines from one brand earn our Best Buy accolade, while others make no Best Buys whatsoever. Average test scores across washing machine brands range from 77% to 58%.Find outwhich washing machine brand is the most reliableTumble dryersYou can pay less than 300 for a tumble dryer or upwards of 1,000. Going for the pricier brand generally gets you a better, more reliable tumble dryer, but some brands cost a bit less and still perform well.Find outwhich tumble dryer brand is the most reliableMore of the best large appliance brandsOur large appliance surveys are a huge undertaking, so we alternate which appliances we ask people about each year.Last year, we also ran a survey on the following appliances:Built-in ovensReliability really varies across built-in ovens, with a pretty even split of brands earning five, four, three and two stars. Nearly a quarter of models from one brand developed faults over the first seven years.Find outwhich built-in oven brand is the most reliableFreestanding cookersShockingly, no freestanding cooker brand earned more than three stars for reliability. The most common fault across all brands was the oven no longer heating up properly.Find outwhich freestanding cooker brand is the most reliableHobsAlmost all (97%) owners of a hob from one brand said it represented good value for money. Customer scores for hob brands ranged from 81% to 61%.Find outwhich hob brand is the most reliableRange cookersOne brand earned such a low reliability rating that it can no longer earn our Eco Buy endorsement. That's because you'll likely need to replace it sooner than expected, at a cost to you and to the planet.Find outwhich range cooker brand is the most reliableWasher-dryersNot a single washer-dryer brand earned a five-star reliability score in our survey. The most reliable brands earn just three stars. One brand can no longer earn our Best Buy, Great Value or Eco Buy endorsements on account of how unreliable it is. Find outwhich washer-dryer brand is the most reliableVisit our appliances hubs to find all our news, reviews and advice on everything from toasters to tumble dryers.Easy ways to make your appliances last longer!. Research before you buyKnowing which brands develop the most faults and how quickly they come up should be an important part of any buying decision.Our large appliance survey analysis takes into account which brands are more susceptible to faults and whether they were serious enough to need to get the appliance repaired, or worse, replaced entirely. This will help you find the very best appliance possible for your budget.Head over to our guide on choosing the best kitchen appliances.2. Keep appliances cleanIt may sound obvious, but keeping your appliances clean can help them perform better and ward off problems in the long run.One of the most common problems plaguing dishwashers, for example, is a drop in cleaning performance.This issue accounted for 9% of reported dishwasher problems in our survey and can often be remedied simply by unclogging the filter and spray arm and running a machine clean program. You should aim to do the former about once a month and the latter about every 20 cycles.Keep it topped up with salt and rinse aid - it has a significant impact on your dishwasher's performance.Failing to defrost your freezer regularly can lead to ice build-up - a common problem that can affect energy efficiency. If it gets to the point that the door doesn't close properly, you'll have a difficult time keeping your food at the ideal temperature.And when it comes to your vacuum cleaner, clean the filters and remove hair and fibres from the brush bar to help keep it fault-free for longer.3. Follow the instructionsWhile your appliance instructions may not be the most exciting read, they contain important information that will help keep your gadget running longer.Eight per cent of tumble dryer faults are related to the drum. Most instruction manuals will warn you not to overfill a tumble dryer clothes need space to tumble freely inside the machine to dry properly, and it also protects the drum. While not all drum problems will have been caused by overfilling, some likely will have been.All our appliance maintenance advice is free. Discover:how to defrost your fridge freezercommon washing machine faults and how to fix themcommon dishwasher faults and how to fix themhow to clean your oven tumble dryer tips and maintenancehow to fix a vacuum cleaner that's lost suction4. Check whether your appliance can be repairedIf a problem does crop up, you might not need to replace your appliance. Investigate a repair first, as this will be better for the environment and save you the hassle of disposing of your old appliance.Clearly, some repairs are easier and more cost-effective than others. A costly repair on an inefficient appliance, for example, might not be practical or worthwhile.If you use an oven cleaning company to clean your oven, ask if they also do repairs. Some do, and if they're already disassembling your cooker to clean it, they can charge less for labour, and you'll save the cost of a separate call-out charge.Search Which? Trusted Traders to findvetted cleaning and repair companies in your local area.Appliances: your rights when things go wrongDealing with a faulty home appliance is frustrating and some of the most common faults may not be covered by your manufacturer's warranty. So what are your rights when things go wrong?Here's what to do:Approach the retailerfirst before attempting to make a claim via a warranty. A faulty product is likely to be in breach of the Consumer Rights Act of 2015, which states that anything you buy must be of satisfactory quality, fit for purpose and as described. If that's not the case, your statutory consumer rights must be upheld by the retailer the company that sold you the product not the manufacturer.Tell them about the problem and ask for your money back Visit our faulty goods complaint tool to generate a ready-to-go complaint letter. You have 30 days 'right to reject', which starts from when you take ownership of the appliance, to claim a refund, repair or replacement if it turns out to be faulty.Know your rights. Be aware that even after 30 days you may still be able to ask for a repair or a replacement, and if you've owned the item for less than six months, the retailer must give you a full refund if an attempt at a repair or replacement is unsuccessful.Faulty product? Discoverhow to get a refund, repair or replacement* In our unique survey*, we asked more than 4,514 Which? Connect panel members and 5,735 members of the public. July 2024 Home In my home (includes DIY) MoneySaving We'd like to remind Forumites to please avoid political debate on the Forum... 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