



solar choiceTM score card

Air Conditioners

Criteria	Explanation	How do we score this?
Brand Reputation & Reliability (20%)	Different air conditioner brands have varied long-term performance in Australia. We assess installer trust, years in market, known product faults, and overall reliability.	5 – >15 years in Australia with outstanding reliability and minimal faults
		4 – 10–15 years with good track record and mostly positive installer sentiment
		3 – 5–10 years with average reputation and mixed feedback
		2 – <5 years or inconsistent reliability with moderate complaints
		1 – Frequent technical faults or poor installer reputation
		0 – No Australian track record or evidence of systemic quality failures
Australian Presence & Support Infrastructure (20%)	Brands with strong local presence resolve issues faster. We assess offices, spare parts warehousing, service coverage and technical support.	5 – Full Australian subsidiary with local office, call centre, spare parts warehouse, and national authorised service agents.
		4 – Local distributor with documented service coverage and spare parts availability in most states.
		3 – Regional distributor with limited service coverage (mostly metro areas).
		2 – Offshore support, no local technical team; parts imported as needed
		1 – Retailer/importer-managed warranty with unclear support
		0 – No local contact, support, or warranty representation in Australia.
Warranty Strength & Transparency (20%)	Stronger warranties with clear terms typically indicate higher product confidence and long-term durability.	5 – ≥10-year compressor + ≥5-year full parts & labour; simple process; minimal exclusions
		4 – 10-year compressor or extended 7-year system warranty with fair terms
		3 – Standard 5-year warranty with clear published conditions
		2 – <5-year coverage or restrictive / complex exclusions
		1 – Warranty via importer/retailer or unclear terms
		0 – No compliant Australian warranty or no published terms
Innovation & Smart Technology Ecosystem (20%)	Modern AC units offer Wi-Fi, energy monitoring and app-based control. We score how advanced and reliable the brand's tech ecosystem is.	5 – Built-in Wi-Fi & app control standard; energy monitoring; smart scheduling; voice assistants
		4 – Reliable Wi-Fi/app on mid-premium models; optional smart features
		3 – Optional add-on Wi-Fi module with limited or dated app experience
		2 – Basic remote only; no app or smart features
		1 – Unreliable/discontinued smart features; limited tech development
		0 – No smart capabilities or visible innovation
Customer Satisfaction & Review Consistency (20%)	Independent review platforms reveal long-term performance and customer experience across thousands of installations.	5 – Average >4.5★ from >200 verified reviews; consistently praised
		4 – 4.0–4.4★; generally positive with minor issues
		3 – 3.5–3.9★; mixed but acceptable performance/support
		2 – 3.0–3.4★ or recurring warranty/service complaints
		1 – <3.0★ or frequent reliability/support issues
		0 – Insufficient data or unresolved negative feedback

Solar Choice independently scores each air conditioner brand across five equal criteria, each rated from 0–5. Higher scores indicate better reliability, support and long-term value. This scorecard is a general guide only and does not replace professional advice for your specific needs.