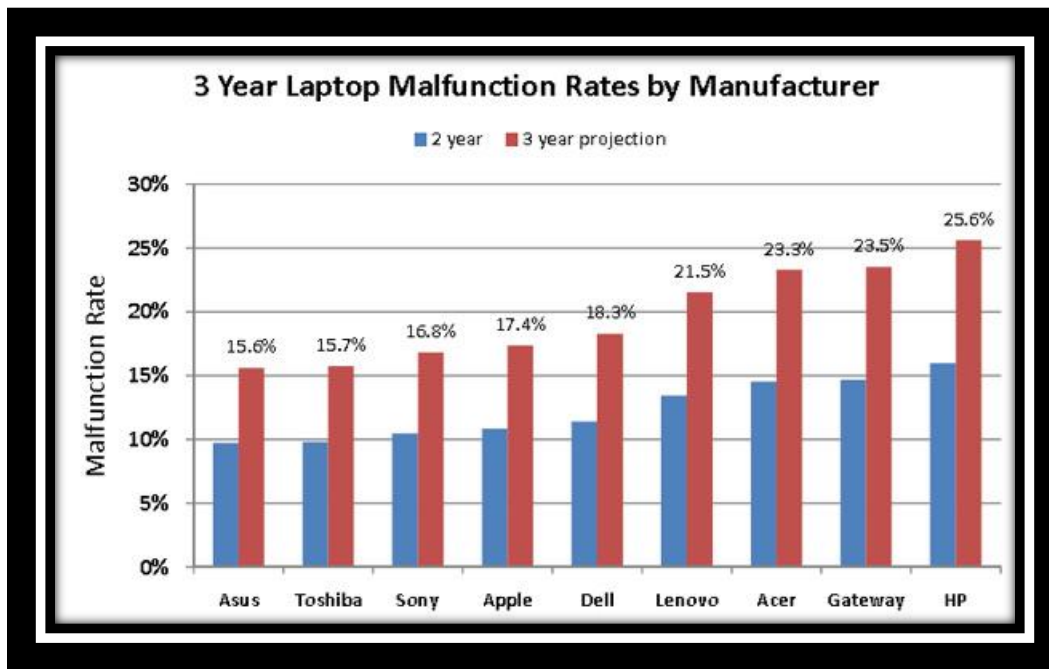



Who makes the best (most reliable) laptop?

Forget the **MacBook 13" Air** - it's just not worth the price (\$1200.00)

Get a similar **ASUS Zenbook UX32A** for \$850.00





Laptops

Apple and Asus Soar, Dell and HP Touch Bottom

COMPANY	Reliability measures					Service measures			
	Problem on arrival	Any significant problem	Any core component problem ¹	Any failed component replaced	Overall satisfaction with reliability	Phone hold time	Average phone service rating	Problem was never resolved	Service experience
Apple	■	■	■	■	■	■	■	■	■
Asus	■	■	■	■	■	n/a	■	■	■
Toshiba	■	■	■	■	■	■	■	■	■
MSI	■	■	■	■	■	n/a	n/a	n/a	n/a
Sony	■	■	■	■	■	■	■	■	■
Samsung	■	■	■	■	■	n/a	n/a	n/a	n/a
Acer	■	■	■	■	■	■	□	■	□
HP for Business ²	■	■	■	■	■	n/a	n/a	n/a	n/a
Lenovo	■	■	■	■	■	■	■	■	■
Alienware	■	■	■	■	■	n/a	n/a	n/a	n/a
Compaq	■	■	■	■	■	n/a	n/a	n/a	n/a
Dell for Business ³	■	□	□	□	■	■	■	■	■
Gateway	■	□	■	■	■	n/a	n/a	□	□
Dell for Home ⁴	■	□	□	□	□	□	■	■	■
HP for Home ⁵	■	□	□	□	□	■	□	□	□

■ AVERAGE ■ BETTER THAN AVERAGE □ WORSE THAN AVERAGE ¹We categorize six laptop PC components as "core components": CPU, motherboard, RAM, graphics chip, hard drive, and power supply. ²HP for Business laptops include the EliteBook, ProBook, and Mini product lines, among others. ³Dell for Business laptops include the Latitude, Vostro, and Precision product lines, among others. ⁴Dell for Home laptops include the Inspiron, Studio, and Adamo lines, among others. ⁵HP for Home laptops include the Pavilion, TouchSmart, and Envy product lines. n/a = We received too few responses to rate the company on this measure.