



Every day our labs analysts test the latest PCs and printers. But there's important information we can get only from you.

BY CADE METZ

Readers'

DESKTOPS | NOTEBOOKS | PRINTERS

Choice

WHOSE PCS AND PRINTERS ARE THE MOST RELIABLE? Who offers the best support when things go wrong—and the best repairs when things go *really* wrong? For the answers—and much more—dive into our 19th Annual Reader Satisfaction Survey.

This year, you diehard *PC Mag* readers detailed your experiences with nearly 20,000 PCs (notebooks and desktops) and more than 6,500 printers (from mono lasers to color ink jet all-in-ones). And what you say about the leading manufacturers isn't always what we'd expect. No big name is above criticism. (Well, maybe one is, but we're inclined to believe that's due to more than just spiked apple juice.) If you're in the market for a new desktop, notebook, or printer, this report is a must-read.

Notebooks



WHY DO WE SEPARATE NOTEBOOKS FROM desktops? Well, in terms of service and reliability, the best desktop companies don't always manufacture the best notebook computers, and vice versa. Yes, Apple gets it right on both counts. This year, yet again, the Mac is a Readers' Choice for notebooks as well as desktops. But the other Readers' Choice for notebooks, Lenovo/IBM, receives some of the *lowest* desktop scores. And Sony, so impressive on the desktop side, is merely average when it comes to notebooks.

▲ Significantly better than average*
 ▲ Better than average**
 Within the average range
 ▼ Worse than average**
 ▼ Significantly worse than average*

	OVERALL SCORE*	POOR (1-2.4)	FAIR (2.5-4.4)	GOOD (4.5-6.4)	VERY GOOD (6.5-8.4)	EXCELLENT (8.5-10)	RELIABILITY	TECH SUPPORT	REPAIRS	PERCENTAGE NEEDING REPAIR	LIKELIHOOD OF RECOMMENDING
ALL NOTEBOOKS											
Apple (230 responses)	9.1 ▲						9.2 ▲	8.5 ▲	—	16%	9.4 ▲
Fujitsu (91)	8.4 ▲						8.6 ▲	—	—	21%	8.4 ▲
Lenovo/IBM (755)	8.4 ▲						8.6 ▲	7.8 ▲	7.6 ▲	19%	8.3 ▲
Sony (321)	8.1						8.1	6.3	5.7 ▼	16%	7.9
Dell (2,098)	8.0						8.3 ▲	6.8	7.3 ▲	20%	8.2 ▲
Toshiba (624)	8.0						8.1	6.7	6.4	22%	8.0
Acer (131)	7.9						8.1	—	—	19%	7.7
Gateway (218)	7.8						8.0	6.6	6.2	23%	7.5 ▼
HP/Compaq (1,164)	7.8 ▼						8.0 ▼	6.8	6.5	20%	7.7 ▼
Averatec (70)	7.5 ▼						7.8	—	—	21%	7.2 ▼
Avg. of Windows PCs	8.0						8.2	6.8	6.6	20%	7.9

This time around, readers rated over 6,500 notebooks and tablets, enough for us to report on nine vendors, including all the big names as well as smaller companies Acer, Averatec, and Fujitsu. Other than Readers' Choices Apple and Lenovo, the highest-rated company is Fujitsu, repeating its strong showing on last year's survey. Averatec and HP/Compaq bring up the rear.

Clearly, Fujitsu has its act together. For the second year in a row, its overall score is better than

average—just behind Apple's and Lenovo's. Readers also give Fujitsu better-than-average scores for reliability (8.6) and likelihood of recommending (8.4). Unfortunately, that's about all the survey tells us. Readers responded about 91 Fujitsu notebooks, enough to rate the company's overall performance but not to break it down by work, home, and first-year systems. Still, though we're not able to rate support or repairs, it's good to know that 50 of those 91 systems didn't have problems.

