

# PAC Reviews

## Overview



To assist you with choosing the right PAC, we've provided Product Listings on slides 3-6 which show a variety of different PACs currently on the market and recommended by other websites. These products can be purchased either online or through a local distributor. For quick reference, we've listed the BTU Rating, Make/Model, number of user reviews evaluated and average star rating for each product. You can click Make/Model to get pricing and details about each product.

Star ratings can be misleading sometimes, since they don't always reflect how the product is actually performing. For example, a product may get a low rating simply because the user had misconceptions about how the product was intended to operate.

In order to gain more insight into how the products actually performed, we conducted a detailed review of the user comments submitted for each product. Many of the comments (both positive and negative) were the same, just stated in difference ways.

We've placed these comments into the following categories and added columns in the Product Listing to represent each category;

### Positive User Comments

- Works Good
- Makes Cold Air
- Quiet
- Good OEM Customer Service

### Negative User Comments

- Shipping Damage
- Don't Work
- Not Cold
- Noisy
- Poor Quality
- Design Problems
- It Leaks
- Too Much Water
- Missing or Broken Parts
- Bad OEM Customer Service

# PAC Reviews

## Overview (cont.)



The PAC reviews are based on the most recent User reviews (100 max) submitted for each product by verified buyers prior to Jan 1, 2021. If there were more than 100 reviews, the number of negative and positive PAC reviews were split in proportion to the total number of negative and positive User reviews.

During the PAC review process, we added one count to the category column whenever a corresponding comment was made. Also, we ignored comments that were based on user errors/misunderstandings or not related to actual product performance.

At the end of each PAC review, we tallied up the number of counts under each column to create the Total Positive and Negative Comments Counts for each category and a total Score for each product. Note: the word "Score" refers to our PAC reviews and the word "Rating" refers to online user reviews.

While shopping for a new PAC, the Comment Counts can be useful in identifying positive and negative factors that are of primary interest.

The total Scores can be used to quickly find the best overall choices based on user comments.



# PAC Reviews

## Product Listing - 8,000 BTUs



Make/ Model	Number Of User Reviews Evaluated	Average User Star Rating (out of 5)	Negative Comments											Positive Comments					Score (Pos/Neg)
			Shipping Damage	Don't Work	Not Cold	Noisy	Poor Quality	Design Problems	It Leaks	Too Much Water	Missing or Broken Parts	Bad OEM Customer Service	Total Negative Comments	Works Good	Cold Air	Quiet	Good OEM Customer Service	Total Positive Comments	
<a href="#">JHS 8000</a>	100	4.1	2	9	20	17	6	2	3	5	2	7	73	18	14	1	2	35	0.48
<a href="#">LG LP0817WSR</a>	100	4.1	9	7	9	15	5	4	1	1	0	2	53	41	23	7	1	72	1.36
<a href="#">Midea MAP08R1CWT</a>	99	4.4	8	5	7	5	2	3	6	13	2	2	53	46	22	10	0	78	1.47
<a href="#">Honeywell HF08CESWK</a>	17	4.2	0	1	3	3	1	4	0	0	0	1	13	5	5	0	0	10	0.77
<a href="#">Black &amp; Decker BPACT08WT</a>	100	4.5	4	6	14	14	5	4	1	1	2	6	57	46	20	4	0	70	1.23

# PAC Reviews

## Product Listing - 10,000 BTUs



Make/ Model	Number Of User Reviews Evaluated	Average User Star Rating (out of 5)	Negative Comments											Positive Comments					Score (Pos/Neg)
			Shipping Damage	Don't Work	Not Cold	Noisy	Poor Quality	Design Problems	It Leaks	Too Much Water	Missing or Broken Parts	Bad OEM Customer Service	Total Negative Comments	Works Good	Cold Air	Quiet	Good OEM Customer Service	Total Positive Comments	
<a href="#">Rollibot 10000</a>	100	4.0	5	9	23	14	13	13	0	3	5	1	86	40	16	4	0	60	0.70
<a href="#">Serene Life SLPAC10</a>	100	4.3	2	4	8	15	5	7	3	3	0	5	45	50	45	6	7	108	2.40
<a href="#">Honeywell MN10CESWW</a>	100	4.1	4	10	9	10	0	11	0	1	0	3	48	63	39	3	3	108	2.25
<a href="#">GlobalAir YPL310C</a>	100	4.1	1	13	11	10	2	5	7	11	1	8	69	48	38	3	1	90	1.30
<a href="#">Black&amp;Decker BPACT10WT</a>	100	4.4	2	10	7	22	10	20	2	1	5	9	88	48	49	8	0	105	1.19

# PAC Reviews

## Product Listing - 12,000 BTUs



Make/ Model	Number Of User Reviews Evaluated	Average User Star Rating (out of 5)	Negative Comments										Positive Comments					Score (Pos/Neg)	
			Shipping Damage	Don't Work	Not Cold	Noisy	Poor Quality	Design Problems	It Leaks	Too Much Water	Missing or Broken Parts	Bad OEM Customer Service	Total Negative Comments	Works Good	Cold Air	Quiet	Good OEM Customer Service		Total Positive Comments
<a href="#">Rollibot 12000</a>	38	4.0	1	5	1	1	1	3	0	0	4	4	20	28	23	8	0	59	2.95
<a href="#">Whynter ARC-122DS</a>	100	4.2	1	21	13	18	4	24	12	6	2	11	112	47	50	16	2	115	1.03
<a href="#">Honeywell MN12CES</a>	100	4.2	2	14	28	15	1	5	2	0	3	3	73	33	19	2	2	56	0.77
<a href="#">Haier HPC12XCR</a>	100	3.6	1	13	34	9	2	14	1	1	1	2	78	39	8	4	0	51	0.65
<a href="#">Black&amp;Decker BPACT12WT</a>	100	4.4	5	6	11	22	5	14	0	2	7	0	72	53	32	1	0	86	1.19

# PAC Reviews

## Product Listing - 14,000 BTUs



Make/ Model	Number Of User Reviews Evaluated	Average UserStar Rating (out of 5)	Negative Comments											Positive Comments					Score (Pos/Neg)
			Shipping Damage	Don't Work	Not Cold	Noisy	Poor Quality	Design Problems	It Leaks	Too Much Water	Missing or Broken Parts	Bad OEM Customer Service	Total Negative Comments	Works Good	Cold Air	Quiet	Good OEM Customer Service	Total Positive Comments	
<a href="#">Amazon Basics</a>	36	4.1	2	1	7	3	1	4	2	0	3	0	23	22	17	3	0	42	1.83
<a href="#">Black&amp;Decker BPACT14WT</a>	100	4.4	9	10	8	5	5	19	0	1	3	3	63	53	46	4	1	104	1.65
<a href="#">Rollibot 14000</a>	92	4	9	20	28	11	6	19	4	1	10	4	112	41	34	10	4	89	0.79
<a href="#">Whynter ARC-14S</a>	100	4.3	0	7	15	5	5	16	1	4	5	2	60	64	56	11	3	134	2.23
<a href="#">De'Longhi Pinguino Deluxe</a>	95	3.9	1	46	8	2	0	10	0	1	11	19	98	39	38	16	0	93	0.95

# PAC Reviews

## More About Positive User Comments



The following describes how positive user comments were interpreted and placed into the various categories.

### Works Good

This category is used when comments imply that the user has successfully installed their new PAC, used it for at least a few days and is generally pleased with the operation. The count in this category is incremented even if they go on to talk about a negative issue (e.g. missing part). In this case, the count in the Missing Part category is also incremented to further document the user's experience.

### Good OEM Customer Service

Customer Service becomes very important when you have questions, problems or need to return a damaged or non-working unit. Most users complain about bad customer service only when they need to contact the Original Equipment Manufacturer (OEM). We've added this category to document those rare cases where users talk about good OEM customer service.

### Cold Air

This is probably the most important category for anyone shopping for a PAC. The count in this category is incremented when users specifically state that their PAC produces cold air or adequately cools down the room where it is installed.

### Quiet

Most PACs are noisy, so it's rare to see comments about a quiet PAC. We've added this category to flag these few exceptions. Keep in mind that everyone has their own definition of Quiet, so it's unlikely that a product flagged as "Quiet" by a few users will actually meet your definition of Quiet. However, if you see a large count under the "Quiet" category and low count under the "Loud" category, this might be a good indicator of a relatively quiet PAC.

# PAC Reviews

## More About Negative User Comments



The following describes how negative user comments were interpreted and placed into the various categories.

### **Shipping Damage**

The count in this category is incremented when users complain that their PAC was damaged prior to delivery.

PACs are heavy, bulky and fragile by nature. A strong, well-padded shipping crate is needed to minimize the potential of damage from rough handling and rocky roads as the product is transported from the warehouse to your home.

You should take this into consideration when reviewing comments about broken parts and operational failures (e.g. water leak, bad compressor), since these problems may have more to do with shipping crates than product performance.

### **Don't Work**

This category is used when users complain about major operational problems, such as;

- The PAC doesn't run
- The compressor doesn't go on
- The control panel or remote control doesn't work

### **Not Cold**

This is the most important category for most people shopping for a PAC unit. This count in this category is incremented when the user specifically states that the PAC does not produce cold air.



# PAC Reviews



## More About Negative User Comments (cont.)

### Missing or Broken Parts

The count in this category is incremented when users complain about receiving their PAC with missing or broken parts, such as:

- Air hose
- Remote control
- Window adapter

### Noisy

The count in this category is incremented when users complain about anything to do with PAC noise, including;

- high levels of noise generated when the compressor is running
- sizable changes in noise level when the compressor or fans are automatically switched on or off at night, which tends to interrupt sleep

### Bad OEM Customer Service

This count is incremented if users complain about getting lousy customer service when contacting the PAC's OEM to ask questions, report a problem or ask for a refund or replacement.

Users that receive poor customer service from the OEM typically go on to contact the distributor (e.g. Amazon) where they receive a much more positive experience. Since this count is meant to reflect only the OEM experience, the count is not changed if the user also reports a positive experience with the distributor.

### Poor Quality

Product Quality is an important factor to consider when purchasing a PAC, especially since many PACs are big, heavy, hard to re-pack and hard to return. The count in this category is incremented when the user makes statements about the PAC or accessories (e.g. window adapter, exhaust tube) that imply poor quality (e.g. flimsy, cheap, smells bad).

# PAC Reviews



## More About Negative User Comments (cont.)

### It Leaks

The count in this category is incremented when users complain about leaks from the PAC's internal water tank. This is a serious problem which could be caused by any one of a number of reasons, including;

- Drain plug is out or not securely inserted
- Condensation collecting on PAC internal components
- PAC tank overflows without triggering shut down circuits
- Hole in PAC tank due to shipping damage or poor quality control

### Too Much Water

The count in this category is incremented when users complain about excessive amounts of water collected within the internal tank during short periods of time. This could be caused by any one of several reasons, including;

- High humidity environment
- Failure in automatic water misting system
- High performance equipment extracts more water from the air

### Design Problems

The count in this category is incremented when users complain about PAC design problems (other than noise and cool air), such as;

- Remote control does not work like it should
- PAC does not talk to smart controller (e.g. phone app, Wi-Fi, Bluetooth)
- Window adapter does not work like it should (e.g. bad design, not long enough, wrong shape, doesn't fit)
- Air hose does not work (e.g. not long enough, pops out, doesn't seal properly, emits lots of heat)