

[Knowledgebase](#) > [Hardware](#) > [Is there a way to open the WCD5000 cash drawer if I accidentally closed the drawer with the keys in it \(or key is broken/missing\)?](#)

Is there a way to open the WCD5000 cash drawer if I accidentally closed the drawer with the keys in it (or key is broken/missing)?

Scott Leonard - 2018-10-15 - [Hardware](#)

If the drawer is simply closed (keyhole is vertical), there is a way. On the bottom of the drawer unit, at the back, in the middle, there is a small rectangular hole (about 1/2 by 3/4 inch). Insert a finger, then push the thin pin/tab toward the left side of the cash drawer (as viewed from the front). The catch will release and the drawer should slide open. You may need to tilt the drawer to enable it to slide open.

If the drawer is completely locked (keyhole is horizontal), there are a couple of options:

1. Extract the key fragment with needle-nose pliers, or other key-extracting tools, then use an extra key.
2. If the key fragment can't be removed, the lock will need to be drilled out and replaced. A new lock & keys set can be purchased from the Sales department (call 866-547-9277, option 2).